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KWIC INDEX TO SERVICES 2000



2000 ONTARIO

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INDEX/GENERAL INQUIRY NUMBERS/MINISTRY WEB SITES

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NOTE: The Ontario government central Web site can be accessed at: www.gov.on.ca				
Agriculture, Food and Rural Affairs	(AGF)	www.gov.on.ca/OMAFRA	1-888-466-2372	124
Alcohol and Gaming Commission of Ontario		www.agco.on.ca	326-8700	274
Attorney General	(MAG)	www.attorneygeneral.jus.gov.on.ca	326-2220	151
Cabinet Office	(OPO)		325-3769	99
Chief Election Officer	(OCE)	www.electionsontario.on.ca	326-6300	121
Children's Secretariat			325-0054	212
Citizens' Inquiry Bureau		www.gov.on.ca	326-1234	451
Citizenship, Culture and Recreation	(CZR)	www.gov.on.ca/MCZCR	327-2422	184
Community and Social Services	(CSS)	www.gov.on.ca/CSS	325-5666	206
Consumer and Commercial Relations	(CCR)	www.ccr.gov.on.ca	326-8555	239
Correctional Services	(MCS)		327-9911	278
Economic Development and Trade	(EDT)	www.ontario-canada.com	325-6666	300
Education	(EDU)	www.edu.gov.on.ca	325-2929	311
Elections Ontario - Election Finances Office	(CEF)	www.newswire.ca/coef	325-9401	120
Energy, Science and Technology	(EST)	www.est.gov.on.ca	327-6758	324
Environmental Commissioner	(ECO)	www.eco.on.ca	325-3377	120
Environment	(MOE)	www.ene.gov.on.ca	325-4000	328
Finance	(FIN)	www.gov.on.ca/FIN	1-800-263-7965	341
Francophone Affairs	(OFA)	www.ofa.gov.on.ca	325-4949	369
Health and Long-Term Care	(MOH)	www.gov.on.ca/health	327-4327	370
Human Rights Commission		www.ohrc.on.ca	314-4500	201
Information and Privacy Commissioner	(IPC)	www.ipc.on.ca	326-3333	120
Intergovernmental Affairs	(MIA)		325-4800	419
Integrity Commissioner	(ICO)		314-8983	121
Labour	(LAB)	www.gov.on.ca/LAB	326-7400	421
Legislative Assembly	(MEM)	www.ontla.on.ca	325-7500	101
Legislative Library		www.ontla.on.ca/libraryindex.htm	325-3900	114
Legislative Offices	(LEG)		325-7500	101
Lieutenant Governor's Office	(LTG)	www.lt.gov.on.ca	325-7780	99
Liquor Control Board		www.lcbo.com	1-800-668-5226	275
Lobbyists Registration Office	(LRO)	www.lobbyist.oico.on.ca	327-4053	121
Management Board of Cabinet	(MBC)	www.gov.on.ca/MBS	326-1234	441
Management Board Secretariat		www.gov.on.ca/MBS	326-1234	441
Municipal Affairs and Housing	(MAH)	www.mah.gov.on.ca	585-7041	461
Native Affairs	(NAT)		326-4740	478
Natural Resources	(MNR)	www.mnr.gov.on.ca	314-2000	479
Northern Development and Mines	(NDM)	www.gov.on.ca/MNDM	327-0633	505
Ombudsman Ontario	(OBD)	www.ombudsman.on.ca	586-3300	122
Ontario Energy Board		www.oeb.gov.on.ca	481-1967	327
Ontario Labour Relations Board			326-7500	436
Ontario Mortgage Corporation			585-7183	462
Ontario Place Corporation		www.ontarioplace.com	314-9900	555
Ontario Provincial Police		www.gov.on.ca/OPP	1-705-329-6111	528
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Ontario Securities Commission		www.osc.gov.on.ca	597-0681	367
Ontario Seniors' Secretariat			326-7076	192
Ontario Women's Directorate		www.gov.on.ca/owd	314-0300	192
OPSEU Pension Trust		www.optrust.com	681-6161	460
Provincial Auditor	(OPA)		327-2381	122
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Tourism	(TOU)	www.gov.on.ca	325-6666	553
Transportation	(MTO)	www.mto.gov.on.ca	1-800-268-4686	571
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Training, Colleges and Universities	(TCU)	www.edu.on.ca	326-1600	559
Workplace Safety and Insurance Board		www.wsib.on.ca	344-1000	437

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Cabinet Office	Monika Janula	325-7650
Chief Election Officer's Office	Mary Cacciacarro	326-1977
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Information and Privacy Commissioner's Office	Sandra Bowen	326-3943
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Legislative Offices	David Bogart	325-7499
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Management Board	Barbara Cavarzan	327-2847
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Natural Resources	Sara Quade	(705) 755-1416
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Tourism	Opal Edwards-Smith	314-7002
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Transportation	Vivianne Tries	(905) 704-2380

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NOTE: When offices provide specific services, these services are listed, within horizontal lines, at the end of the office description.

MINISTERIAL RESPONSIBILITY FOR ACTS 605

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THIS DIRECTORY INCLUDES KNOWN CHANGES UP TO SEPTEMBER 30, 1999

KWIC INDEX and OTHER PUBLICATIONS

The KWIC (Key Word in Context) INDEX TO SERVICES is prepared by the Databases and Directories Unit, Public Access Services Branch of Management Board Secretariat. This book is designed to provide a "key word" reference to descriptions of the Ontario government programs; and to divisions, branches and agencies providing the services.

YEAR 2000

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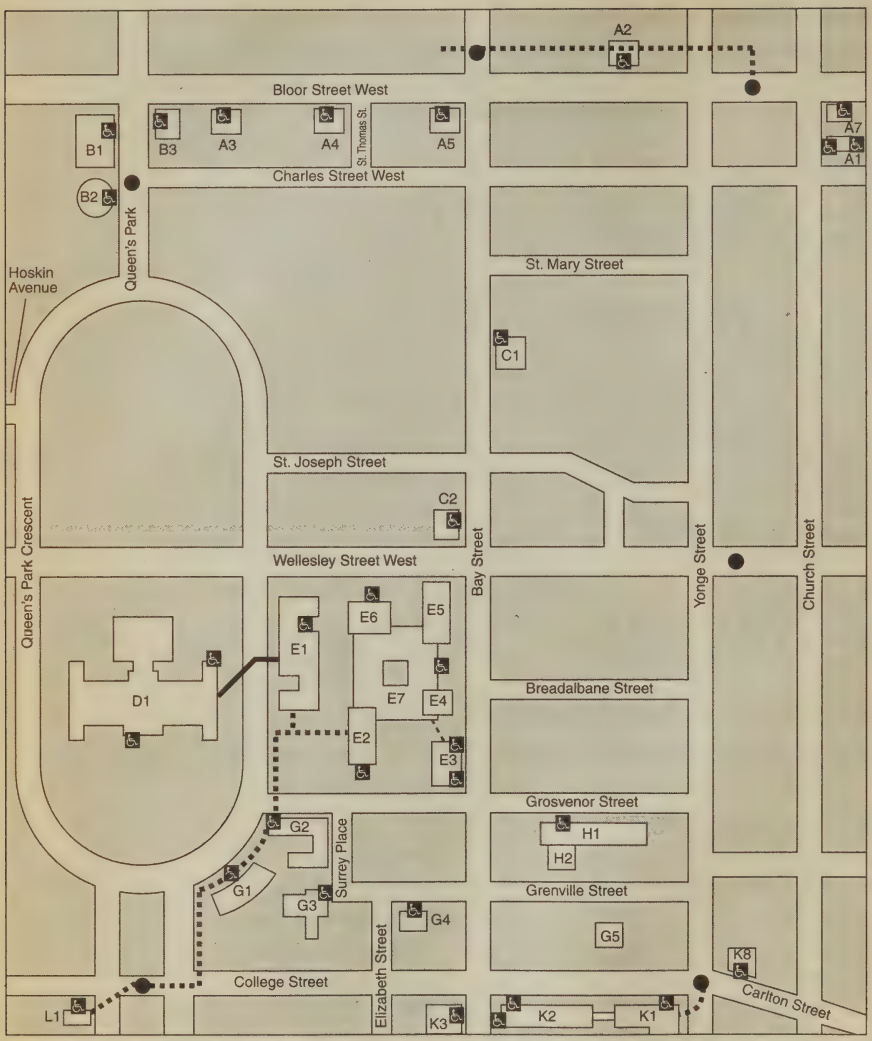
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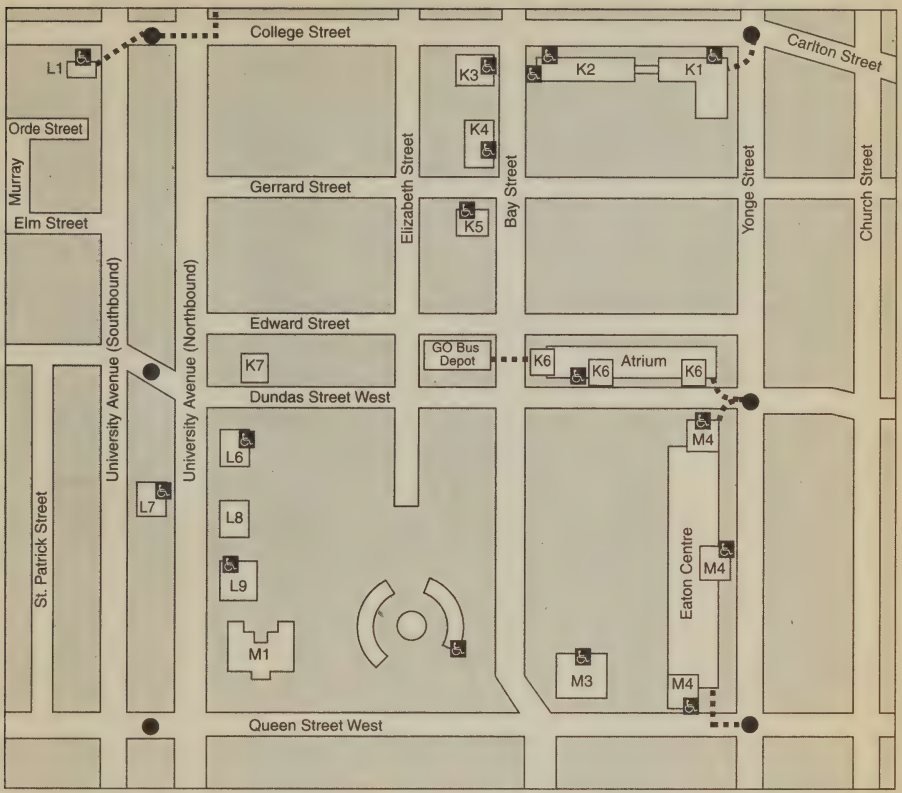
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NOTE: Ontario public servants requiring additional copies of the KWIC Index should contact their PACE Coordinators listed on page ii.

QUEEN'S PARK AREA MAP



QUEEN'S PARK AREA MAP



Queen's Park and Vicinity KEY **Subway** **Wheelchair Access** **Tunnel (Entrance from first basement)** **Subway tunnels**

LEGEND

A1 - 625 Church St.
A2 - 2 Bloor St. W.
A3 - 151 Bloor St. W.
A4 - 101 Bloor St. W.
A5 - 77 Bloor St. W.
A7 - 175 Bloor St. E.
B1 - 100 Queen's Park (Royal Ontario Museum)
B2 - 100 Queen's Park (Planetarium)
B3 - 125 Queen's Park (Q.P. Entrance) (Ombudsman Office) 157 Bloor St. W. (Bloor St. Entrance)
C1 - 1075 Bay St. (The Citadel)
C2 - 56 Wellesley St. W.
D1 - Legislative Building
E1 - 99 Wellesley St. W. (Whitney Block)
E2 - 80 Grosvenor St. (Hepburn Block)
E3 - 880 Bay St. 50 Grosvenor St.
E4 - 900 Bay St. (Mowat Block)
E5 - 900 Bay St. (Hearst Block)
E6 - 77 Wellesley St. W. (Ferguson Block)
E7 - 900 Bay St. (Macdonald Block)
G1 - 7 Queen's Park Cr. (Frost Building South)
G2 - 95 Grosvenor St. (Frost Building North)
G3 - 2 Surrey Place
G4 - 77 Grenville St. (Archives of Ontario)
G5 - 18 Grenville St. (Q.P. Credit Union)
H1 - 25 Grosvenor St. (George Drew Bldg.)
H2 - 26 Grenville St. (Coroner's Office)
K1 - 444 Yonge St. (Provincial and Small Claims Courts)
K2 - 777 Bay St. (College Park)
K3 - 790 Bay St.
K4 - 720 Bay St. (Attorney General)
K5 - 700 Bay St. (Lucliff Place)
K6 - Atrium on Bay, includes: 20 Dundas St. W. 40 Dundas St. W. 595 Bay St.
K7 - 180 Dundas St. W.
K8 - 2 Carlton St.
L1 - 700 University Ave. (Ont. Hydro)
L6 - 439 University Ave.
L7 - 400 University Ave.
L8 - 393 University Ave.
L9 - 361 University Ave. (Court House)
M1 - 130 Queen St. W. (Osgoode Hall)
M3 - 60 Queen St. W. (Old City Hall)
M4 - Eaton Centre: includes: 1 Dundas St. W. (North Tower) 250 Yonge St. (East Tower) 20 Queen St. W. (South Tower)

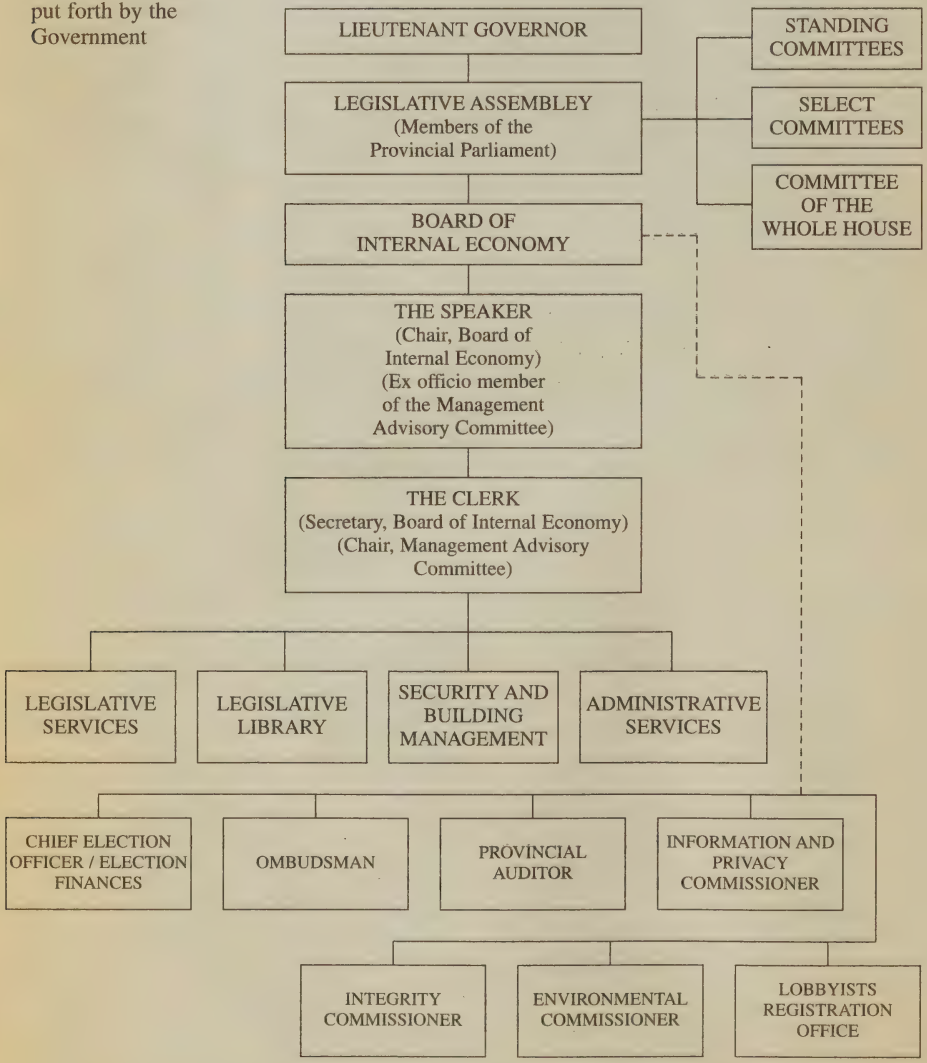
THE ONTARIO PARLIAMENT

PARLIAMENT
(encompasses three areas of responsibility)

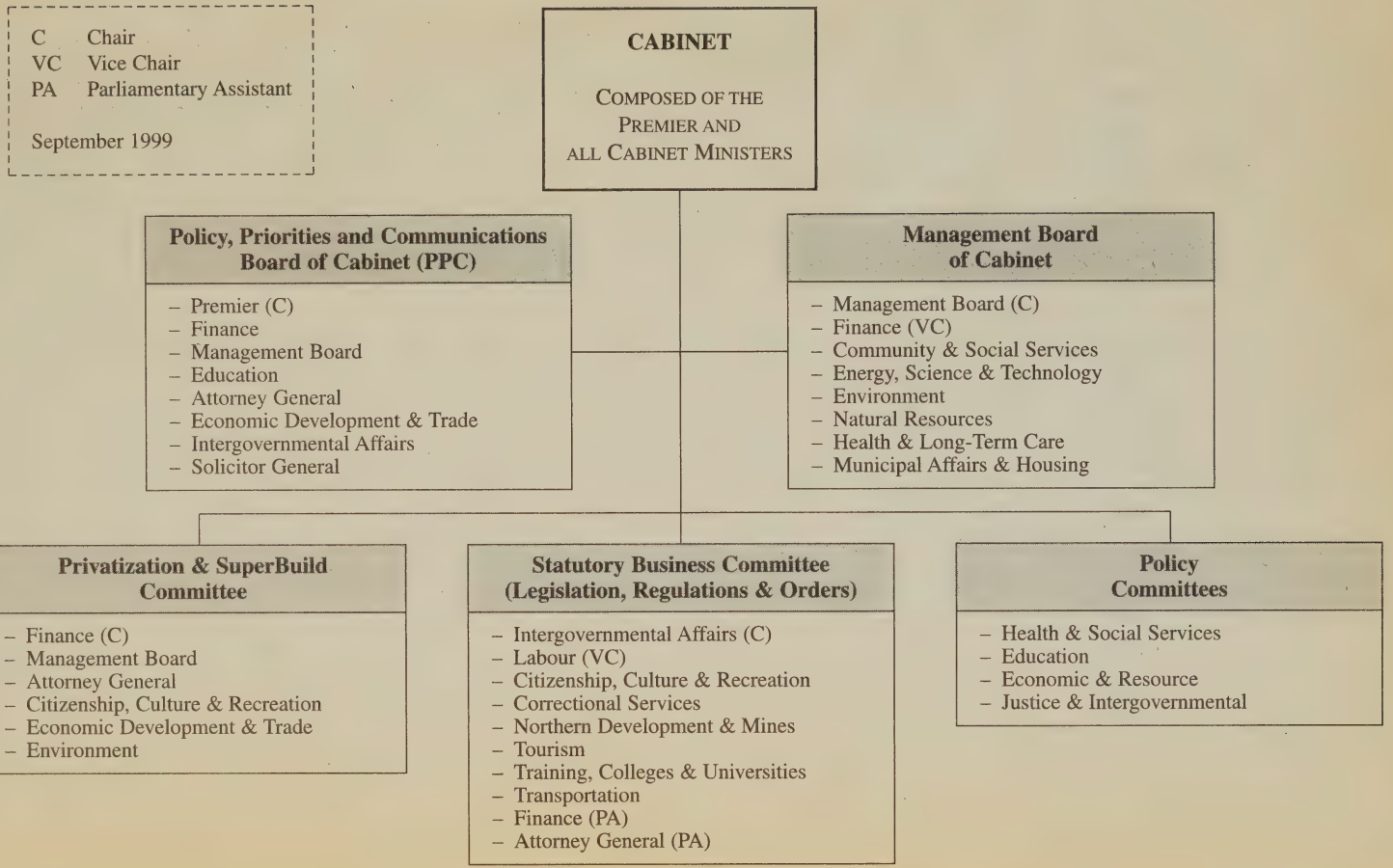
LEGISLATIVE
- enacts, amends and repeals legislation
- authorizes the collection and expenditure of funds
- debates the policies put forth by the Government

JUDICIARY
- adjudicates civil and criminal disputes through all levels of courts in the province

EXECUTIVE
- formulates government policy
- administers government programs



CABINET AND ITS COMMITTEES



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ORGANIZATION DESCRIPTIONS

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The Office of the Lieutenant Governor supports the Lieutenant Governor in her constitutional role and in her participation in ceremonial and social events throughout the province. The Office arranges for the signing of Official Documents from Cabinet and ministries and supports the Lieutenant Governor in the ceremonial opening, prorogation or dissolution of the Legislative Assembly as well as in providing Royal Assent. The Lieutenant Governor's Office organizes Her Honour's calendar of official engagements both in communities throughout Ontario as well as events hosted at Queen's Park, as a result of invitations or the Lieutenant Governor's own initiatives. The Office also prepares congratulatory letters from the Lieutenant Governor, on request, for Ontario residents and associations to mark important occasions, including: wedding anniversaries (50th and up); birthdays (90th and up) and messages for events and conferences.

THE ONTARIO GOVERNMENT

The Queen is the head of State and is represented in Ontario by the Lieutenant Governor.

The three major components of government in Ontario are the Executive, the Legislature and the Judiciary.

Executive: The Premier and Ministers of the Crown (Cabinet) form the active executive, formulate government policy and administer its programs. The basic units of the administrative structure headed by the Office of the Premier are 22 ministries (e.g., Community and Social Services, Education, Labour), each responsible to a Minister of Cabinet.

Legislative: The Legislative Assembly enacts, amends and repeals legislation; authorizes the imposition of taxes and reviews expenditure estimates; and discusses and criticizes policies put forward by the Executive.

Judiciary: The Judiciary administers justice by adjudicating civil and criminal disputes through the Ontario courts system constituted by provincial statute.

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The role of Cabinet Office is to manage the decision-making structures of the Ontario Government, ensuring that they effectively reflect the policies and programs of the government. Cabinet Office, working with the Premier's Office, supports Cabinet and its committees in establishing an agreed upon policy agenda and overall priorities, and works with ministries to ensure that a full range of policy options is provided to Cabinet. From time to time, Cabinet Office establishes special working groups to develop policy in areas of particular priority or which require inter-ministry coordination. In addition, Cabinet Office liaises with the Government House Leader's Office on the legislative agenda, and coordinates corporate communications and issues management processes.

ACTS

Executive Council Act
Lieutenant Governor Act
Policy and Priorities Board of Cabinet Act
Representation Act, 1996

LEGISLATIVE OFFICES

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LEGISLATIVE ASSEMBLY OF ONTARIO

The **Legislative** Assembly, commonly called the House, consists of 103 **Members of Provincial Parliament (MPPs)** elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation** or bills; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and scrutinizes the policies put forth by the government. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and **MPPs** with procedural advice.

Constituency office addresses and phone numbers follow at the end of the below listing. Where the designation "Honourable" (the abbreviation is Hon.) is part of an MPP's name, this indicates the MPP is also a cabinet minister. The names of the Speaker and cabinet ministers are shown in upper case.

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Tascona, Joe PC

BEACHES - EAST YORK
Lankin, Frances NDP

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Gill, Raminder PC

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Spina, Joe PC

BRAMPTON WEST - MISSISSAUGA
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BRANT
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Martiniuk, Gerry PC

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Colle, Mike LIB

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Barrett, Toby PC

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HALTON
Chudleigh, Ted PC

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Bountrogianni, Dr. Marie LIB

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SPEAKER OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
Rm 180, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7435
Fax (416)325-7483

As the Chief Presiding Officer, the Speaker of the Legislative Assembly is responsible for both policy and operations of the Legislative Precinct which includes the Legislative Building, its surrounding grounds and the 1st, 2nd and 3rd floors of the Whitney Block. The Speaker also chairs the Board of Internal Economy which reviews and approves operating policy for the Office of the Assembly, governs the Assembly's financial affairs, including the review of the estimates.

CLERK OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344

The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a Deputy Minister. As the principal procedural adviser and senior officer of the House, the Clerk's responsibilities include advising the Speaker and Members of the **Legislature** on questions of procedure and interpretation of the rules and practices of the House. The Clerk is also responsible for the overall direction and administration of the Legislative Assembly and is Secretary of the Board of Internal Economy. The Clerk is Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for coordinating the activities of the branch and the Legislature with other Parliaments, and Secretary of the Ontario section of the Assemblée parlementaire de la Francophonie. The office maintains the public disclosure statements of Members of the Legislative Assembly and the Executive Council for examination by Members and the public.

CLERK'S OFFICE

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344

The Clerk's Office supports the activities of the Clerk of the Legislative Assembly. The Clerk is the principal procedural adviser to the Speaker and Members of the Legislature and is responsible for the overall direction and administration of the Legislative Assembly.

FRENCH LANGUAGE SERVICES

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344

The French Language Services coordinator provides guidance and assistance relating to the effective delivery of activities and services in French for the Legislative Assembly.

ADMINISTRATIVE SERVICES DIVISION

OFFICE OF THE EXECUTIVE DIRECTOR

Whitney Block
Rm 2503, 99 Wellesley St W
Toronto M7A 1A2
Fax (416)314-5995

The Administrative Services Division consists of Financial Services and Purchasing, and Human Resource Services.

FINANCIAL SERVICES AND PURCHASING

Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-9489
Fax (416)325-9521
finance@ontla.ola.org

Financial Services and Purchasing provides the Members of the Legislative Assembly, its executives and program managers with accounting services which include financial reporting, accounts payable, revenue and accounts receivable, and financial data processing. This office also offers financial management services including the coordination of annual resource allocation for estimates, management reporting, financial policy development and advice. As well, the Purchasing Section provides purchasing, centralized purchasing, contract administration, receiving, and asset management activities for the Legislative Assembly. This office also manages the members' furniture and equipment entitlements for both Queen's Park and constituency offices through a central budget; and coordinates moves and telephone requirements for constituency offices across Ontario.

FOOD SERVICES (SODEXHO MARRIOTT)

Legislative Bldg
Rm B29E, Queen's Park
Toronto M7A 1A2
(416)325-7396 (Catering and Steward Services)
(416)325-7395 (Reservations)

Food Services operates a dining room and cafeteria in the lower level of the **Legislative** Building as well as a Tuck Shop on the main floor of the Whitney Block. Catering services are available upon request.

HUMAN RESOURCE SERVICES

Whitney Block
Rm 2420, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3540
Fax (416)325-3573
Fax (416)325-1537 (Pay and Benefits)
HR@ontla.ola.org

Human Resource Services offers the following services: staffing, training and development, payroll, staff relations and counselling, policy development and establishment of classification, compensation, and benefits for offices of the Assembly. Benefits administration is also provided for MPPs and their staff, and all caucuses.

LEGISLATIVE LIBRARY AND INFORMATION SYSTEMS DIVISION

Legislative Bldg
Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
(416)325-3900 (Research & Reference Inquiries for MPPs and their staff)
www.ontla.ola.on.ca/library/libraryindex.htm
8:30 - 5:00

Legislative **Library** and Information Systems Division provides **research** and information services to Members of Provincial Parliament (MPPs) and staff, officers of the Legislative Assembly, caucus staff for all parties, and members of the Legislative Press Gallery. A research service is offered exclusively for MPPs. The library's collection includes political science, public administration, social science and legal materials; Canadian, provincial and US govt. publications; and major daily Ontario newspapers. Information Resources Br. compiles, edits the Ontario Govt. Publications Monthly Checklist and administers the International Standard Book Number program for Ontario Govt. publications, works with the National Library assigning International Standard Serial Numbers and provide Cataloguing-in-Publication data for Ontario Govt. publications. Legislative Information Systems Br. provides information technology systems and support to MPPs, their support staff and other Assembly staff.

EXECUTIVE DIRECTOR'S OFFICE

Legislative Bldg North Wing
4th Flr, Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3905
Fax (416)325-3909

The Office of the Executive Director, Legislative Library and Information Systems Division, is responsible for the overall direction and administration of the division. The division consists of the Office of the Executive Director, Information Resources Branch, Research and Information Services Branch and Legislative Information Systems Branch.

RESEARCH AND INFORMATION SERVICES BRANCH

Legislative Bldg North Wing
3rd Flr, Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
TTY (416)325-3919
Fax (416)325-3925
Fax (416)325-3696
www.ontla.on.ca/library/libraryindex.htm
8:30 - 5:00

Research and Information Services Branch provides confidential, non-partisan research and reference services to MPPs and their staff, Standing and Select Committees, caucus staff for all parties, and officers of the Legislative Assembly. More limited reference services are also provided to members of the Legislative Press Gallery. Direct service to ministry staff and others is limited to access to those materials not available elsewhere in Toronto. The service publishes research papers, electronic briefing books and other information products geared to the interests of MPPs on the Library's Intranet site. Research papers and the links page Internet sites for Ontario Legislators are available to the public through the Legislative Assembly Internet website.

INFORMATION RESOURCES BRANCH

Whitney Block
Rm 2330, 99 Wellesley St W
Toronto M7A 1A9
(416)325-3901 (Circulation & News Inquiries)
(416)314-8507 (ISBN & CIP Inquiries)
TTY (416)325-3919
Fax (416)325-3925 (Circulation & News Inquiries)
Fax (416)314-8541 (ISBN & CIP Inquiries)

Information Resources Branch provides circulation and news services including a print and electronic clipping service for Members and their staff. Direct service to others is limited to access to those materials not available elsewhere in Toronto. The Collections and Acquisitions unit is responsible for the selection, acquisition and management of the collection to ensure that it meets the immediate and longer-term needs of members. The branch also compiles and edits the Ontario Government Publications Monthly Checklist as well as assigns International Standard Book Numbers (ISBN) and serial numbers, and provides Cataloguing-in-Publication (CIP) for Ontario Government Publications.

LEGISLATIVE INFORMATION SYSTEMS BRANCH

Whitney Block
Rm 2440, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7000
Fax (416)325-3799

The Legislative Information Systems Branch (LIS) is responsible for providing information technology systems and support to Members, their support staff and other branches of the Assembly. Services include user training, hotline support, development and implementation of technology strategies, systems and network administration, hardware and software maintenance programs, and systems security. The service is centered at Queen's Park and extends across the province to all Members' constituency offices.

LEGISLATIVE SERVICES

Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3502
Fax (416)325-3505
9:00 - 5:00

The Legislative Services Division oversees the branches which are essential to the House and Committee proceedings. The division is responsible for Hansard Reporting and Interpretation Services, Broadcast and Recording Service, Legislative Support Services, Page Programme, Interparliamentary and Public Relations Branch, Journals and Procedural Research Branch, and Committees Branch.

BROADCAST AND RECORDING SERVICE

Legislative Bldg
Rm 453, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7900
Fax (416)325-7916

The **Broadcast** and Recording Service is responsible for the **accreditation** of visiting media, and liaison between the Queen's Park Press Gallery and the Speaker's Office. This office operates the Ontario **Legislative Television** Satellite Network (ONT.PARL.), the audio recording of House and Committee proceedings for transcription by Hansard, and the "in-house" closed circuit television system. All House proceedings are real-time captioned for the hearing impaired.

MEDIA STUDIO

Legislative Bldg
Rm 149, Queen's Park
Toronto M7A 1A2
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Fax (416)327-3497

The Media Studio is a fully functional television studio available for use by elected members of the Legislature.

COMMITTEES BRANCH

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General Inquiry (416)325-3500 (Collect Calls Accepted)
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Fax (416)325-3505

An important feature of the **Legislative** Assembly is the Committee system. Composed of Members drawn from each political party, Committees are created to study specific areas of jurisdiction or appointed on an ad hoc basis to inquire into specific issues.The Committees Branch provides procedural and administrative support to **Standing and Select Committees**, and offers advice and assistance on the drafting of motions relating to Committee business. The branch will answer questions about parliamentary procedure in Committees, matters referred to and being considered in Committees, and dates and times of Committee meetings. Callers will be referred to the offices of Committees for more detailed information on Committee matters.

HANSARD REPORTING AND INTERPRETATION SERVICES

Whitney Block
Rm 3330, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7400
(416)325-7401 (Request for Transcripts)
(416)325-3962 (Interpretation)
(416)325-7410 (Index and Reference)
Fax (416)325-7430
Fax (416)325-3967 (Interpretation)
www.ontla.on.ca

Hansard Reporting and Interpretation Services provides substantially verbatim **transcripts** of the sittings of the **Legislature** of Ontario and its committees, publishes an official report (Hansard) and offers **French** and English interpretation services. Index information on Hansard for the current and past sessions of the Legislature is available. Hansard is distributed to each Member of the Provincial Parliament (MPP), the Legislative Library, public libraries, and the Caucus offices. It can also be obtained by personal shopping at the Publications Ontario Bookstore, 880 Bay St., Toronto, (416-326-5300). Draft and Final Hansards are available electronically within Queen's Park on the Legislative Assembly Intranet. Hansard reports, for both the proceedings in the Ontario Legislature and its committees, are also available on the Internet.

INTERPARLIAMENTARY AND PUBLIC RELATIONS BRANCH

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General Inquiry (416)325-7500
Fax (416)325-7489
8:30 - 5:00

Interparliamentary and Public Relations Branch provides a wide range of services to the Members of Provincial Parliament, staff of the **Legislative** Assembly and visitors to the Legislative Building. The following provides an overview of services offered by the branch: **Tours** and educational programs conducted in English and French; public inquiry service and tourist information; Legislative **gift shop** featuring Ontario products, crafts and unique gifts (Visa and Mastercard accepted); exhibits and displays are coordinated for the Legislative Building; health services located in the basement of the Legislative Building (416-325-9988); interparliamentary relations coordinates Parliamentary Associations and visiting delegations.

JOURNALS AND PROCEDURAL RESEARCH BRANCH

Whitney Block
Rm 1521, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7350 (Collect Calls Accepted)
Fax (416)325-3534
www.ontla.on.ca

The Journals and Procedural **Research** Branch coordinates daily publication of the Orders and Notices paper, Votes and Proceedings and daily Business paper. These documents are the official record of the activities of the Legislature. In addition to the Journals, the official permanent record of the Legislative Assembly's proceedings, the branch compiles and distributes a final Status of Business Report for each Session, consisting of information on **legislation**, Estimates, committee orders of reference, petitions, Sessional Papers and resolutions considered by the House. All current sessional documents tabled in the House are retained in the branch and are available for public inspection. The branch will also answer questions on the status of legislation (**bills**) from current

and previous Sessions on the Legislature. The Procedural Research Section provides procedural research and analysis services to the Speaker, the Clerk of the House and MPPs.

LEGISLATIVE SUPPORT SERVICES

Legislative Bldg
Rm B-16, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7457
Fax (416)325-3842

The **Legislative** Support Services consists of the Legislative **Page** Programme, the Legislative Student Usher Programme and the Assembly Messengers. The Legislative Page Programme provides an opportunity for outgoing, high achieving community involved Grade 7 and 8 **students**, who are maintaining an 80% or a Level 4 scholastic average, to participate in the legislative process at Queen's Park. While at the Legislature they act as messengers in the Chamber, meet with politicians and officials and receive schooling in legislative process mathematics and the arts. The Legislative Student Usher Programme provides a one-year working opportunity to university students to work in the Chamber, during sessional times, as ushers. The Assembly Messengers provide mail, newspaper, and message delivery to the Assembly and the Legislative Precinct and acts as usher/messengers at Committee hearings.

SERGEANT-AT-ARMS AND BUILDING MANAGEMENT DIVISION

Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
Fax (416)325-7154

The Sergeant-at-Arms and Building Management Division is responsible for security and building management in the Legislative Precinct.

OFFICE OF THE SERGEANT-AT-ARMS

Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
Fax (416)325-7154
8:30 - 4:30

The Sergeant-at-Arms is responsible for the security in the House and the Legislative Precinct. The Office of the Sergeant-at-Arms provides advice and responds to security issues to the Members of Provincial Parliament and the Legislative Assembly. The Sergeant-at-Arms provides ceremonial services on behalf of the Ontario Legislative Assembly.

BUILDING MANAGEMENT AND CONSERVATION BRANCH

Whitney Block
Rm 3540, 99 Wellesley St W
Toronto M7A 1A2
(416)325-3585 (Client Services Hot Line)
Fax (416)325-3593

The Building Management and Conservation Branch is responsible for building operations and maintenance for the Main Legislative Building, and the first three floors of the Whitney Block. The branch provides general building services which include interior design, repair, and telephone services. The branch is also responsible for heritage conservation and a long-term program to

upgrade the Legislative Building. Plans include compliance with life and fire safety, and accessibility standards.

LEGISLATIVE SECURITY SERVICE

Legislative Bldg
Rm B-7, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-1111
Fax (416)325-9912
24 Hours

The **Legislative Security** Service provides a full range of in-house security services to the Legislative Precinct under the direction of the Sergeant-at-Arms. The services are provided to the House and premises of the Legislative Precinct to the Members of Provincial Parliament and Legislative Assembly.

GOVERNMENT CAUCUS OFFICE

Legislative Bldg
Rm 251, Queen's Park
Toronto M7A 1A8
General Inquiry (416)325-7736
Fax (416)325-7322
www.ontariopccaucus.com

The Progressive Conservative Party (PC) currently forms the Government of Ontario. Each **PC** Member of Provincial Parliament (MPP) is part of the Government **Caucus**. The Caucus deliberates policies and programs which will become part of legislation to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. In addition, to his/her Queen's Park office, each Progressive Conservative MPP has a local constituency office to serve the needs of the people that he or she represents.

LIBERAL CAUCUS SERVICE BUREAU

Legislative Bldg
4th Flr East Wing, Queen's Park
Toronto M7A 1A4
General Inquiry (416)325-7200
www.ontarioliberal.com

The Liberal Party (LIB) is currently the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the **LIB** takes part in the LIB **Caucus**. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

NEW DEMOCRATIC PARTY CAUCUS SERVICES

Legislative Bldg North Wing
Rm 200, Queen's Park
Toronto M7A 1A5
General Inquiry (416)325-7116
www.ontariondp.on.ca

Each Member of Provincial Parliament (MPP) belonging to the New Democratic Party (NDP) is part of the **NDP Caucus**. The Caucus office has a **Chief Whip** who looks after attendance in full

Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

ELECTIONS ONTARIO - ELECTION FINANCES OFFICE

Suite 1110, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)325-9401
Fax (416)325-9466
www.newswire.ca/coef
8:30 - 4:30

Elections Ontario - Election Finances Office administers the Election Finances Act. It registers, assists and receives filings from Ontario's **political** parties, constituency associations, candidates and **leadership** contestants. All filings are made public. During a provincial election it supervises campaign expense limits and contribution limits to registered parties, associations and candidates. There is a time period for campaign **advertising**. The Election Finances Office pays a subsidy for **audit** fees for constituency associations, candidates and leadership contestants. Parties and candidates who qualify receive a partial reimbursement for their campaign expenses. There are annual and campaign period contribution limits for parties, associations and candidates. Tax credit receipts are issued for eligible contributions. There are no contributions and no tax credits for leadership contestants.

ENVIRONMENTAL COMMISSIONER OF ONTARIO

Suite 605, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-3377
Toll Free 1-800-701-6454
Fax (416)325-3370
www.eco.on.ca
8:30 - 5:00

The **Environmental** Commissioner of Ontario (ECO), an independent officer of the Legislative Assembly of Ontario, promotes the values, goals and purposes of the Environmental Bill of Rights (EBR) to improve the quality of Ontario's natural environment. The Environmental Commissioner of Ontario monitors and reports on the application of the EBR, provides **public education** to facilitate Ontario residents' participation in environmental decision-making, and reviews government accountability for environmental decision-making.

INFORMATION AND PRIVACY COMMISSIONER/ONTARIO

Suite 1700, 80 Bloor St W
Toronto M5S 2V1
General Inquiry (416)326-3333
TTY (416)325-7539
Toll Free 1-800-387-0073
Fax (416)325-9195
www.ipc.on.ca
8:30 -5:00

The Information and Privacy Commissioner (IPC) oversees the **Freedom of Information** and Protection of Privacy Act and the **Municipal** Freedom of Information and Protection of Privacy Act. These acts grant individuals the right of access to government-held **records** and the right to protection of personal information held by the government. The office has two responsibilities: ensuring the public's right of access to government-held information; and protecting the individual's right of privacy, as it relates to personal information held by provincial and local

government organizations. Anyone not satisfied with a government decision about access to information may ask the IPC to review the government's decision. In addition, the IPC investigates **complaints** from individuals who feel the government has wrongfully collected, used or disclosed their personal information. The Commissioner reports directly to the Legislative Assembly.

OFFICE OF THE CHIEF ELECTION OFFICER

51 Rolark Dr
Scarborough M1R 3B1
General Inquiry (416)326-6300
TTY (416)326-3899
Toll Free 1-888-668-8683
Toll Free 1-800-668-2727
Fax (416)326-6200
www.electionsontario.on.ca
8:30 - 4:45

The Office of the Chief Election Officer (**Elections** Ontario) operates under the direction of the Chief Election Officer and conducts any provincial election of Members to the **Legislative** Assembly under the Ontario Election Act. The office directs the returning officers in each of the 103 electoral districts in the province. As well, the office coordinates the **appointment**, training and payments of all election officials and the rentals, equipment and supplies for all polling places at an election. The office serves government ministries, agencies and the public on a continuing basis by providing detailed current and historical information relating to provincial elections.

OFFICE OF THE INTEGRITY COMMISSIONER

Suite 1301, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)314-8983
Fax (416)314-8987
integrity@ontla.ola.org
:30 - 5:00

The Integrity Commissioner is responsible for ensuring all Members of the **Legislative** Assembly and Executive Council comply with the Members' Integrity Act, 1994, including responsibility for filing Members' Public Disclosure Statements, which are available to the public through the Clerk of the Legislative Assembly. The Commissioner has the right to conduct an inquiry if there are reasonable and probable grounds to believe that the Act has been contravened, and a copy of the report is filed with the Speaker. The Commissioner files an Annual Report with the Speaker, and copies are available from Publications Ontario, 880 Bay St., Toronto.

LOBBYISTS REGISTRATION OFFICE

uite 1301, 101 Bloor St W
oronto M5S 2Z7
eneral Inquiry (416)327-4053
ax (416)327-4017
bbyist.oico.on.ca
30 - 5:00

nder the Lobbyists **Registration** Act, 1998, the Integrity Commissioner is appointed the Registrar sponsible for administering the lobbyist registration process, including ensuring paid lobbyists port their lobbying of public office holders by filing a return; providing advice and information bout the registration system to lobbyists, public office holders, the public and media; and ensuring ublic accessibility to the information contained in the lobbyists registry. The Commissioner files n Annual Report with the Speaker, and copies are available from Publications Ontario, 880 Bay ., Toronto.

OFFICE OF THE PROVINCIAL AUDITOR

Suite 1530, 20 Dundas St W
Box 105
Toronto M5G 2C2
General Inquiry (416)327-2381
Fax (416)327-9862

The Office of the Provincial **Audit**or conducts independent audit examinations, reviews, and special assignments that provide assurance, objective information, recommendations or advice to the Assembly, the Standing Committee on Public Accounts or to a Minister of the Crown in right of Ontario. In doing so, the office promotes accountability and value-for-money in government operations.

OMBUDSMAN ONTARIO

125 Queen's Park
Toronto M5S 2C7
(416)586-3300 (General Inquiry/Client Access Centre)
TTY (416)586-3510
Toll Free 1-800-263-1830
Toll Free French 1-800-387-2620
Fax (416)586-3485
www.ombudsman.on.ca
8:30 - 5:00

The Ombudsman investigates and resolves public **complaint**s about decisions or actions made by an Ontario government ministry, board, agency, tribunal or commission. Reporting to the Legislature, the Ombudsman is independent of political ties or governmental influences. The process employed is non-adversarial and attempts to seek out mutually-satisfactory resolutions to problems. The Ombudsman administers the Ombudsman Act and presents an annual report to the Speaker of the Legislative Assembly. All complaint-related inquiries are directed through the Toronto office Client Access Centre.

REGIONAL OFFICES

LONDON
920 Commissioners Rd E
London N5Z 3J1
TTY (519)668-7182
Toll Free 1-800-263-1830
Fax (519)668-7187

OTTAWA
227 Rideau St
Ottawa K1N 5X8
TTY (613)789-7386
Toll Free 1-800-263-1830
Fax (613)239-1489

SAULT STE MARIE
111B Great Northern Rd
Sault Ste Marie P6B 4Y9
TTY (705)945-6884
Toll Free 1-800-263-1830
Fax (705)945-6916
9:00-5:00

SUDBURY
Suite 108, 66 Elm St
Sudbury P3C 1R8
TTY (705)670-0328
Toll Free 1-800-263-1830
Fax (705)564-3084

THUNDER BAY
125 North Cumberland St
Thunder Bay P7A 4M4
TTY (807)346-9130
Toll Free 1-800-263-1830
Fax (807)346-2804

ACTS

Election Act
Election Finances Act
Legislative Assembly Act
Members' Integrity Act
Ombudsman Act

MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3100
Toll Free 1-888-466-2372 (1-888-4-OMAFRA)
www.gov.on.ca/omafra
8:30 - 4:30

The vision of the Ministry of Agriculture, Food and Rural Affairs (OMAFRA) is to foster competitive, economically diverse and prosperous agriculture and food sectors and to promote economic development and job creation in rural communities. The ministry works in partnership with an industry that contributes more than $25 billion annually to the provincial economy and employs more than 640,000 people. The ministry plays a key role in bringing a strong agricultural and rural perspective to provincial policies. OMAFRA also works with other ministries to resolve local economic issues and assists rural communities in retaining and attracting business. Staff at the ministry's Guelph headquarters and in 42 service locations across the province provide a wide range of agri-food and rural economic development programs and services to clients.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Toll Free 1-888-466-2372
Fax (519)826-3262
www.gov.on.ca/omafra
8:30 - 4:30

The Communications Branch supports ministry programs and policies by providing information in English and French to the media and the public through news releases, internet, television, educational videotapes, films, publications and exhibits. The branch recommends communications policies for the ministry, provides communications support to the Minister and Deputy Minister and advises other branches on communications strategies.

BROADCAST SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3262
8:30 - 4:30

Broadcast Services produces a weekly TV program (Town & Country) about the **agriculture** and food industry and rural communities in Ontario, as well as promotional and extension videos.

CUSTOMER ACCESS

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Toll Free 1-888-466-2372
Fax (519)826-3262
www.gov.on.ca/omafra
8:30 - 4:30

The Customer Access unit provides clients access via the Common Services Counter. You may access information and order **publications** by phone, fax, and e-mail to products@omafra.gov.on.ca or visit our Products and Services section on the website. This unit also manages the ministry's electronic client communications and **information service**s, through the development, management and quality assurance of content on the OMAFRA website, intranet and other electronic repositories.

COMMON SERVICES COUNTER

1st Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3100
(519)826-3700 (Publications Ordering)
Toll Free 1-888-466-2372 (1-888-4-OMAFRA)
Fax (519)826-3633
products@omafra.gov.on.ca
8:30 - 5:00

The Common Services Counter provides a variety of services, answering commonly asked questions, providing referral to other organizations or government staff for specialized help, and ordering of **publications**, products and services.

Services offered to the Public:
Products and Services

MEDIA/EDITORIAL SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-4253
8:30 - 4:30

Announcements of interest to the ministry and the ministry's client groups or the public are handled by Media and Editorial Services. The unit monitors current issues and offers advice and assistance in the following areas: news releases; communication plans; media relations; corporate and program publications; technical publications and factsheet production; advertising coordination and placement; translation services; and copy writing.

VISUAL COMMUNICATIONS SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3358
avlibrar@omafra.gov.on.ca
8:30 - 4:30

Visual Communications Services maintains the ministry's **audio-visual library** which includes videos, films, slide sets and teaching kits. These items can be borrowed by staff and outside clients. This unit can design, coordinate and produce exhibits for conferences, trade shows and special events.

Services offered to the Public:
Audio-Visual Library
Exhibits and Displays

LEGAL SERVICES BRANCH

5th Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4251
General Inquiry (519)826-4250
Fax (519)826-3385
8:30 - 4:30

The Legal Services Branch provides general legal services to the ministry, including interpretation of statutes and regulations, drafting legislation, preparation of orders in council, drafting agreements and other legal documents, and offering legal opinions on a wide variety of matters. The branch also conducts prosecutions, assists in the conduct of civil litigation, represents the ministry before various tribunals and serves as counsel to a number of ministry boards.

AGRICULTURE AND RURAL DIVISION

3rd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4553
Fax (519)826-3259
8:30 - 4:30

The Agriculture and Rural Division is responsible for programs and services to support research information technology transfer and rural economic development. Through a province-wide network of advisory services, staff work with farmers, growers, producers and other partners in the agriculture and rural sectors to identify needs and opportunities, adopt new technologies and make sound **business** decisions. Staff also work with rural citizens, residents, interest groups and businesses to develop leadership skills and facilitate group processes such as planning, problem solving and organization development.

CLIENT SERVICES AND CENTRAL REGION

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4070
Toll Free 1-888-466-2372
Fax (519)826-3259
8:30 - 4:30

Client Services and Central Region coordinates the ministry's role in the 4-H, Master Gardener and Community **Food** Adviser **volunteer** programs, as well as ministry efforts to strengthen agricultural

and rural organizations. Inter-ministry issues and the support of community **economic development** initiatives affecting rural Ontario are also coordinated by this team.

Services offered to the Public:
Community Food Adviser Program
Leadership Training
Leadership in Action
Ontario 4-H Program
Organization Development Consulting

CROP TECHNOLOGY AND WEST REGION

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4090
Fax (519)826-3567
8:30 - 4:30

Crop **Technology** manages plant science extension education issues, influences policy development and creates technical information for public and private advisory services across the province for use by commercial crop agricultural producers. The team focuses on field and **horticulture crops**, agro**forest**ry, use of **pesticides** and a variety of production practices including integrated pest management. Technology development stresses profitable, market-responsive crop production that promotes responsible production practices. Services provided include provincial and regional extension short courses, field days, brochures, factsheets and technical production packages. One-on-one and sector production problem solving is an added feature. The team provides technical support for pesticide minor use **registration**, pollination and new crop development.

Services offered to the Public:
Apiary Program
Apiculture Extension Bee Program
Apiculture Inspection Program/Bee Inspection
Crop Agriphone Numbers
Farm Soil Sample Analysis
Fertilizer Requirement Tables
Field Crops/Horticulture & IPM/Greenhouses, Agroforestry & Specialty Crops
Ontario Weed Alert Program
Weed Control Act Program

ECONOMIC DEVELOPMENT AND NORTH REGION

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4080
Fax (519)826-3259
Fax (519)826-4342
8:30 - 4:30

Economic Development provides support for **business** initiatives in both the **agriculture** and rural business sectors, including general extension programs, marketing, business planning for large and small businesses, economic analysis (cost/benefit analysis), succession planning (human resources) and project management for businesses. In addition, this area works with rural communities to increase their capacity to undertake community-based economic development. Key clients include

farmers and growers, lenders, accountants, lawyers, rural entrepreneurs, municipalities and economic development officers.

Services offered to the Public:
Farm Family Adviser Program
Net Income Stabilization Account
Northern Ontario Heritage Fund Corporation
Ontario Farm Management Analysis Project
Rural Economic Development

LIVESTOCK TECHNOLOGY AND EAST REGION

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4110
Fax (519)826-3254
Fax (519)826-3259
8:30 - 4:30

Livestock Technology is responsible for dealing with program issues relating to livestock management. The technology-focused managers coordinate the delivery of livestock; aquaculture and alternate livestock species, such as deer, emus and wild boars; and **poultry** extension programs across Ontario. Together with field services staff, the group promotes high quality livestock production through the use of on-farm quality assurance, production systems, genetics, **nutrition** and animal health improvement technology programs. Working with farmers, input suppliers and processing businesses, the technology managers transfer leading edge information to livestock producers to support competitive livestock production in Ontario.

Services offered to the Public:
Animals for Research Act Licensing
Livestock Health and Nutrition
Livestock Medicines Act Program
Livestock Programs - Beef, Dairy, Swine, Equine, Sheep & Alternative Species
Ontario Feeder Cattle Loan Guarantee Program
Ontario Livestock Medicines Education Program
Ontario Record of Performance Program for Sheep
Ontario Swine Herd Information Program
Pounds Act
Veterinary Assistance Program for Northern Ontario Designated Areas

RESOURCES MANAGEMENT AND SOUTH REGION

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4120
Fax (519)826-3259
8:30 - 4:30

The goal of Resources Management is to support the long term viability of rural municipalities and the competitiveness of the agricultural industry by promoting the wise use of rural Ontario's land and **water** resources. Key program areas include **engineering** and technology, **environmental** management, and municipal and planning liaison. Areas of focus include: **agriculture** policies related to land use and the Planning Act - including sitings of **buildings** (MDS1 & MDS2) and other normal farm practices; Best Management Practices and Environmental Farm Planning - including

soils and water management; utilization of manure, sludge and other nutrients or **wastes**; and agriculture buildings, structures and equipment.

Services offered to the Public:
Agricultural Tile Drainage Installation Act
Artificial Insemination of Livestock Act Program
Drainage Act Programs
Environmental Farm Plan Technical Support
Farming and Food Production Protection Act Program

SERVICES DELIVERY - MINISTRY FIELD OFFICES

Whether you drop by, phone in or surf to one of our offices looking for general information about programs and services, you will be speaking with someone who knows where and how to find what you need. From publications to course information, field office staff will point you in the right direction. If you need advice on a specific commodity or discipline you should ask for the **agriculture** and rural representative, who can either help you immediately or refer you to the appropriate commodity, discipline adviser or specialist. Municipal staff and elected officials looking for information and advice on municipal restructuring and realignment should ask to speak with either the rural community adviser, or the agriculture and rural representative.

FIELD SERVICES - CENTRAL REGION

DUFF'S CORNERS
1151 Hwy 53 W
RR 1, Fiddler's Green Box 81002
Ancaster L9G 4X1
General Inquiry (905)527-2995
Toll Free 1-800-461-6184
Fax (905)648-6817
8:30 - 4:30

FERGUS
Wellington Pl
RR 1
Fergus N1M 2W3
General Inquiry (519)846-0941
Toll Free 1-800-265-8332
Fax (519)846-8178
8:30 - 4:30

GEORGETOWN
Hwy 7 332 Guelph St
Georgetown L7G 4B5
General Inquiry (905)873-9930
Toll Free 1-800-361-6989 (Area Codes 416, 905, 519, 613 & 705)
Fax (905)873-9934
8:30 - 4:30

ORANGEVILLE
Hwy 10 N
RR 4
Orangeville L9W 2Z1
General Inquiry (519)941-3830
Toll Free 1-800-387-7359
Fax (519)941-5689
8:30 - 4:30

PORT PERRY
60 VanEdward Dr
Port Perry L9L 1G3
General Inquiry (905)985-2003
Toll Free 1-800-263-8023
Fax (905)985-9599
8:30 - 4:30

SATELLITE LOCATION

DELHI RESEARCH STATION
Pest Management Ctr
Schafer Rd N of Hwy 3
PO Box 186
Delhi N4B 2W9
General Inquiry (519)582-7220
Fax (519)582-4504
8:30 - 4:30

KETTLEBY RESEARCH STATION
1125 Woodchoppers Lane
RR 1
Kettleby L0G 1J0
General Inquiry (905)775-4261
Fax (905)775-4546
8:30 - 4:30

SIMCOE
Hwy 3 and Blueline Rd
Box 587
Simcoe N3Y 4N5
General Inquiry (519)426-7120
Toll Free 1-800-316-6664
Fax (519)428-1142
8:30 - 4:30

VINELAND STATION
Advisory Services Bldg
4890 Victoria Ave N
PO Box 8000
Vineland Station L0R 2E0
General Inquiry (905)562-4147
Toll Free 1-800-263-2481
Fax (905)562-5933
8:30 - 4:30

FIELD SERVICES - EAST REGION

ALFRED
Regional OMAFRA Office
31 St Paul St
PO Box 430
Alfred K0B 1A0
General Inquiry (613)679-4411
Toll Free 1-800-465-9974
Fax (613)679-0929
8:30 - 4:30

AVONMORE
Centennial Dr
Box 97
Avonmore K0C 1C0
General Inquiry (613)346-2143
Toll Free 1-800-267-1726
Fax (613)346-2689
8:30 - 4:30

BELLEVILLE
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)968-5930
Toll Free 1-800-391-6624
Fax (613)962-6809
8:15 - 4:30

BRIGHTON
95 Dundas St
RR 3, PO Box 8200
Brighton K0K 1H0
General Inquiry (613)475-1630
Toll Free 1-800-262-2885
Fax (613)475-3835
8:30 - 4:30

KEMPTVILLE
ORC Government Bldg
Box 2004
Kemptville K0G 1J0
General Inquiry (613)258-8295
Toll Free 1-800-267-7953
Fax (613)258-8392
8:30 - 4:30

KINGSTON
Beechgrove Complex
51 Heakes Lane
Postal Bag 7800
Kingston K7M 9B1
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:30

LINDSAY
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6125
Toll Free 1-800-461-0329
Fax (705)324-1638
8:30 - 4:30

NEPEAN
26 Thorncliff Pl
Nepean K2H 6L2
General Inquiry (613)828-9167
Toll Free 1-800-293-7542
Fax (613)828-6083
8:30 - 4:30

PERTH
10 Sunset Blvd
Perth K7H 2Y2
General Inquiry (613)267-1063
Toll Free 1-800-663-5435
Fax (613)267-7928
8:30 - 4:30

PETERBOROUGH
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2601
(705)755-2005 (Publications)
Toll Free 1-888-596-5565 (Area Codes 705, 613 & 905 Only)
Fax (705)755-2607
8:30 - 4:30

RENFREW
315 Raglan St S
Renfrew K7V 1R6
General Inquiry (613)432-4841
Toll Free 1-800-267-8816 (Area Code 613 Only)
Fax (613)432-5260
8:30 - 4:30

WINCHESTER
457 Main St
Box 488
Winchester K0C 2K0
General Inquiry (613)774-2313
Toll Free 1-800-267-7603
Fax (613)774-3283
8:30 - 4:30

FIELD SERVICES - NORTH REGION

DRYDEN
479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-2415
Toll Free 1-800-465-7213
Fax (807)223-8502
8:30 - 4:30

ECHO BAY
183 Hwy 17 E
RR 1
Echo Bay P0S 1C0
General Inquiry (705)248-9979
Toll Free 1-800-461-2234 (Area Code 705 Only)
Fax (705)248-9982
8:30 - 4:30

EMO
Front St
Box 210
Emo P0W 1E0
General Inquiry (807)482-2310
Toll Free 1-800-465-2917
Fax (807)482-2864
8:30 - 4:30

GORE BAY
Corner of Meredith & Eleanor St
Box 328
Gore Bay P0P 1H0
General Inquiry (705)282-2043
Toll Free 1-800-463-8358
Fax (705)282-2792
8:30 - 4:30

NEW LISKEARD
280 Armstrong St
PO Box 4070
New Liskeard P0J 1P0
General Inquiry (705)647-6701
Toll Free 1-800-461-8750 (Area Code 705 Only)
Fax (705)647-7993
8:30 - 4:30

THUNDER BAY
335 Euclid Ave
Thunder Bay P7E 6G6
General Inquiry (807)475-1631
Toll Free 1-800-465-5026
Fax (807)475-1219
8:30 - 4:30

VERNER
Caldwell Township Hall Bldg
Hwy 64
Box 521
Verner P0H 2M0
General Inquiry (705)594-2312
Toll Free 1-800-461-6132
Fax (705)594-9675
8:30 - 4:30

FIELD SERVICES - SOUTH REGION

ESSEX
46 Fox St
Essex N8M 2S2
General Inquiry (519)776-7361
Toll Free 1-800-265-5836
Fax (519)776-8028
8:30 - 4:30

LONDON
667 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4070
Toll Free 1-800-265-4750
Fax (519)873-4062
8:30 - 4:30

PETROLIA
360 Hwy 21 4224 Oil Heritage Rd
Box 730
Petrolia N0N 1R0
General Inquiry (519)882-0180
Toll Free 1-800-265-1441
Fax (519)882-3406
8:30 - 4:30

RIDGETOWN
Main St E
PO Box 400
Ridgetown N0P 2C0
General Inquiry (519)674-1690
Toll Free 1-800-265-9477
Fax (519)674-1564
8:30 - 4:30

SATELLITE LOCATIONS

HARROW RESEARCH STATION
2585 County Rd 20
Harrow N0R 1G0
General Inquiry (519)738-2251 x 408
Fax (519)738-2929
8:00 - 4:30

WOODSTOCK
Hwy 59 N
Box 666
Woodstock N4S 7Z5
General Inquiry (519)537-6621
Toll Free 1-800-265-7896
Fax (519)539-5351
8:30 - 4:30

FIELD SERVICES - WEST REGION

CLINTON
100 Don St
Box 159
Clinton N0M 1L0
General Inquiry (519)482-3428
Toll Free 1-800-265-5170
Fax (519)482-5031
8:30 - 4:30

MARKDALE
181 Toronto St S
Markdale N0C 1H0
General Inquiry (519)986-2040
Toll Free 1-800-265-9152
Fax (519)986-3014
8:30 - 4:30

MIDHURST
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7288
Toll Free 1-800-461-9626
Fax (705)725-7296
8:30 - 5:00

STRATFORD
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-0280
Toll Free 1-800-265-8502
Fax (519)273-5278
8:30 - 4:30

WALKERTON
220 Trillium Crt
RR 3
Walkerton N0G 2V0
General Inquiry (519)881-3301
Toll Free 1-800-265-3023
Fax (519)881-2739
8:30 - 4:30

CORPORATE SERVICES DIVISION

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-3390
8:30 - 4:30

The Corporate Services Division provides a number of administrative support services to other ministry branches. The Corporate Services Division provides advice, assistance and financial, technical, and human resource expertise to ministry staff; develops functional administrative and human resources policies and procedures in conjunction with each ministry branch, and helps to introduce policies and ensure they are being followed; provides financial planning and audit services; administers information technology; provides accommodation and central administrative services and maintains contacts with central government agencies.

BUSINESS SERVICES BRANCH

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00

The Business Services Branch is responsible for facilities management; common administrative services such as mail, warehouse liaison and shipping/receiving; and printing and administration of the Freedom of Information and Protection of Privacy Act. Business Services coordinates administrative corporate projects including process redesign, shared services, corporate quality standards and overall business improvements for the ministry.

CORPORATE PROJECTS AND FREEDOM OF INFORMATION

2nd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Toll Free 1-888-466-2372 (1-888-4-OMAFRA)
Fax (519)826-3776
9:00 - 5:00

The Corporate Projects and FOI unit administers the Freedom of Information and Protection of Privacy Act for the Ministry of Agriculture, Food and Rural Affairs and its affiliated agencies. This unit helps members of the public make requests for information and answers inquiries about privacy matters. The unit also coordinates ministry participation in corporate projects such as shared services for common functions across the government, quality service standards, implementation of the Workforce Information Network and PACE. Recorded information management services are also provided by the unit, including records retention schedules, file classification, records policies, consultation and advisory services on information management practices in the ministry.

Services offered to the Public:
Freedom of Information and Protection of Privacy

FACILITIES MANAGEMENT SERVICES

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00

The unit provides accommodation and fleet management for the ministry. Facilities Management carries out the planning of the accommodation needs of the program areas. Through contractors and Ontario Realty Corporation, facilities management services is responsible for space, property and lease management, as well as security, staff relocations and fleet management for the ministry.

FINANCIAL MANAGEMENT BRANCH

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4150
Fax (519)826-3264
8:30 - 5:00

The Financial Management Branch is responsible for financial planning, controllership and quality assurance functions. The branch provides financial and management support at the corporate level for business planning and estimates preparation; preparation and management of budget requests; financial management and accountability processes; liaison with Management Board of Cabinet and other ministries on financial and administrative matters; the preparation of monthly and ad hoc financial reports, analysis of expenditures, monitoring of budgets, preparation of in-year budget adjustments and control of ministry appropriations; and financial processing support, reconciliation, controllership aid, purchasing services, quality assurance, financial training, and policy coordination.

HUMAN RESOURCES BRANCH

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4140
Fax (519)826-3160
8:00 - 5:00

The Human Resources Branch is responsible for providing strategic and operational advice to line managers and senior managers in support of sound human resource management practice in the Ministry. In addition, the branch serves as the primary liaison with specialists at Management Board Secretariat, Centre For Leadership, Shared Services Bureau and other corporate projects and central agencies. Lastly, branch staff maintain a cooperative relationship with bargaining agent representatives in order to foster a positive staff relations environment.

INFORMATION TECHNOLOGY MANAGEMENT BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4200
Fax (519)826-3447
8:00 - 6:00

The Information Technology Management Branch provides information technology and telephone services to all core business areas in the Ministry of Agriculture, Food and Rural Affairs. The branch manages the technology architecture and infrastructure that supports business applications. The branch provides management services for the implementation of network, telephone, and

desktop applications; approves the purchase and implementation of telecommunications systems; and manages changes to the ministry information, technology, and applications architectures.

INTERNAL AUDIT SERVICES

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-3776
8:30 - 4:30

Audit services are provided through Internal Audit Division of Management Board Secretariat and provide management with assurance and consultative advice to support the reasonable use of ministry resources, which is achieved by conducting financial, compliance, management and information systems audits.

INVESTIGATION UNIT

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-3776
8:30 - 4:30

The Investigation Unit provides a comprehensive investigation service to the ministry and its clients to ensure effective investigation and enforcement activity province-wide on statutes administered by the ministry.

EDUCATION, RESEARCH AND LABORATORIES DIVISION

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
Fax (519)826-4222 (Assistant Deputy Minister)
8:30 - 5:00

The Education, **Research** and **Laboratories** Division head office coordinates policy in the areas of **agriculture** and **food** research, education and laboratory services. The division office administers an enhanced agreement with the University of Guelph that includes provision for agri-food research, education and laboratory programs and the operation of nineteen research field stations. It provides administrative support to the Agricultural Research Institute of Ontario.

EMERGENCY SITUATION RESPONSE TEAM

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4175
(519)763-6778 (After Hours)
Fax (519)767-6300
24 Hours

The **Emergency** Situation Response Team coordinates the ministry's emergency response for **food** quality and **safety** issues on a 24 hour basis. The team also deals with other incidents related to **agriculture**.

Services offered to the Public:
Emergency Response

FOOD INDUSTRY DIVISION

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4304
Fax (519)826-4416 (Assistant Deputy Minister's Office)
www.gov.on.ca/omafra/english/food/index.html
8:30 - 4:30

The Food Industry Division serves as the "single window" to government for the food industry, including producers, processors, retailers and food service. The division is responsible for ensuring the implementation of long-term food safety, regulatory and inspection strategies. It is responsible for expanding Ontario food and agricultural sales in export and domestic markets, and providing support to the processing industry through client advocacy, joint ventures and investment attraction. The Food Industry Division is comprised of the Food Inspection Branch, the Food Industry Competitiveness Branch and the Market Development Branch.

FOOD INDUSTRY COMPETITIVENESS BRANCH

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omafra/english/food/index.html
8:30 - 4:30

The Food Industry Competitiveness Branch supports the food industry by providing a wide range of **information service**s and advice to clients. The branch consists of a Client Account Unit and an Investment Development Unit. Services are provided through a system of client account management whereby individual officers have specific sectoral and client assignments. Specialists in finance, infrastructure, training and research support the Client Account Officers for food industry, biotechnology and rural business development.

CLIENT ACCOUNT UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omafra/english/food/index.html
8:30 - 4:30

The Client Account Unit provides a "one-window" source of information on programs and services available to assist **food** industry clients to improve their competitiveness and sustain investment. It advises food processing companies, grocery retailers and food service **businesse**s on **research** and development, capital access, **training**, sourcing suppliers and building partnerships.

INVESTMENT DEVELOPMENT UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omafra/english/food/investment/index.html
8:30 - 4:30

The **Investment** Development Unit supports existing and new rural, biotechnology and food processing client investment needs, while focusing on providing expertise in the areas of research, regulations, financing, infrastructure and marketing and servicing new investments to Ontario.

Services offered to the Public:
Open to the World - Video
Open to the World Investment Factbook

FOOD INSPECTION BRANCH

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.gov.on.ca/omafra/english/food/inspection/index.html
8:30 - 4:30

The **Food Inspection** Branch ensures compliance with legislated **standards** for dairy, dairy analogs, eggs, **fruit** and **vegetables**, **meat** and **livestock** products, by providing inspection services at processing plants and other points of distribution, and by placing accountability for product safety on licensed operators. It is responsible for establishing standards and coordinating policy development to ensure a coordinated approach with other ministries, to provide a strategic and dynamic food inspection environment in Ontario. The branch is coordinating the development of a provincial food safety strategy within the framework of a national initiative to develop a Canadian food inspection system. Implementation of a harmonized federal/provincial inspection system with uniform regulations and trade standards will facilitate private sector trade initiatives. The branch also evaluates financial responsibility of applicants and issues **licence**s under the **Beef** Cattle Financial Protection Program.

BEEF CATTLE FINANCIAL PROTECTION PROGRAM

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3886
Fax (519)826-4333
www.gov.on.ca/omafra/english/food/other/beeffinprotect/dealerlist.html
8:30 - 4:30

The **Beef** Cattle **Financial Protection** Program requires beef dealers to be licensed in Ontario in order to purchase beef cattle or carcasses sold on a rail grade basis. The program provides financial protection to the seller, i.e. producers, sales barn operators and county dealers, on the sale of beef.

Services offered to the Public:
Ontario Beef Cattle Financial Protection Program

DAIRY FOOD SAFETY PROGRAM

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
8:30 - 4:30

The **Dairy** Food **Safety** Program establishes a dairy food safety system in the province to ensure safe, high quality **milk** and milk products are produced and sold. This is accomplished by the use of a comprehensive legislative framework, field **inspection**s and audits at production and processing plants, laboratory support and various partnerships.

Services offered to the Public:
Dairy Plant Inspection, Licensing and Certificates
Raw Milk Quality Program

FOOD SAFETY AND QUALITY COORDINATION UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
8:30 - 4:30

The **Food Safety** and Quality Unit's role is to monitor, advise and coordinate policy and program development in a coordinated approach with other ministries, and to provide a strategic and dynamic food inspection environment in Ontario and Canada that maintains and enhances industry competitiveness and consumer confidence in food produced and marketed in Ontario. The unit is coordinating the development and implementation of a provincial food safety and quality strategy, within the framework of a national initiative to develop a Canadian food inspection system, that will provide a coordinated approach to food safety, quality, regulation and trade standards.

HORTICULTURE

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.gov.on.ca/omafra/english/food/inspection/index.html
8:30 - 4:30

The **Horticulture** Unit is responsible for the development and implementation of **food safety** and quality **standards** and systems for foods of plant origin, which will maintain consumer confidence in the food supply and enhance the competitiveness of the Ontario food sector.

Services offered to the Public:
Edible Oil Products

MEAT INSPECTION OPERATIONS

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
8:30 - 4:30

Meat **Inspection** Operations assigns and schedules inspection hours and delivers continuous **meat** inspection services to 270 licenced abattoirs at all times during slaughter operations. Meat inspection services include monitoring plant operational practices, conducting ante- and post-mortem inspections of animals and carcasses, collecting and submitting laboratory samples and reporting plant and inspection statistical data.

POLICY AND AUDIT SERVICES

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
8:30 - 4:30

The Policy and Audit Services unit administers and assists in monitoring compliance with the following Acts: Meat Inspection Act, **Livestock** Community Sales Act, Livestock and Livestock Products Act, **Beef** Cattle Marketing Act, Farm Products Grades and Sales Act and the Dead Animal Disposal Act. This activity contributes to ensuring the safety of meat, the health and humane treatment of livestock marketed, the protection of producers' and consumers' interests with respect to the meat industry and proper disposal of deadstock. In addition, **veterinary** inspection services are provided for abattoirs and sales barns.

Services offered to the Public:
Meat Industry Basics (Part 1 and 2) - Video
Meat Technology - Video

MARKET DEVELOPMENT BRANCH

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Toll Free 1-888-466-2372
Fax (519)826-3460
www.gov.on.ca/omafra/english/food/index.html
8:30 - 4:30

The Market Development Branch is responsible for the development and expansion of international markets for Ontario agri-food products and for the Foodland Ontario program which promotes domestic consumption of Ontario grown **fruit**s and **vegetables**. The branch consists of two units, the Domestic Marketing Unit and the Export Marketing Unit.

DOMESTIC MARKETING UNIT

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
foodland@omafra.gov.on.ca
8:30 - 4:30

The Domestic Marketing Unit delivers the Foodland Ontario program, a consumer communication and promotion program focused primarily on increasing the sale and consumption of Ontario grown **fruit**s and **vegetables**. The program includes public relations, retail marketing, consumer **advertising**, **market research** and **trade** liaison.

Services offered to the Public:
Pick Your Own Guide

EXPORT MARKETING UNIT

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.gov.on.ca/omafra/english/food/export/index.html
8:30 - 4:30

The Export Marketing Unit assists Ontario Agri-Food companies to develop export sales in the United States and **internationall**y. This is accomplished through **trade** promotion programs, export missions, incoming trade delegations and the provision of market intelligence to Ontario producers and processors. The unit is made up of Export Marketing Officers with sector responsibilities, who work with exporting companies and assist those wishing to become export ready. Other Export Marketing Officers have responsibilities for geographic areas such as Asia and Europe. A Trade Promotion Coordinator and Export Marketing Assistant also complement the unit.

Services offered to the Public:
Agri-Food Exporter Newsletter
Canadian Agri-Food Trade Show Brochure
Export Services - Video
Exporting Food to the USA
Global Opportunities Directory
PROFIT Food Export Seminar
PROFIT PLUS Seminar

POLICY AND FARM FINANCE DIVISION

11th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (519)826-4020 (Guelph)
Fax (416)326-9892 (Toronto)
8:30-4:30

The Policy and Farm Finance Division has full responsibility for the ministry's policy processes, the administration and delivery of farm assistance programs and the management of the ministry's strategic partnership with Agricorp in the delivery of Crop Insurance and Market Revenue programs. The division provides strategic leadership in the development of the ministry's intergovernmental, trade, legislative and policy agendas; coordinates policy for government and industry clients; and conducts policy and economic analysis and research in support of the ministry's business plan.

POLICY ANALYSIS BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4010
Fax (519)826-3492
8:30 - 4:30

The Policy Analysis Branch serves the ministry, government committees and the agricultural industry (marketing boards, companies, administrative bodies, farmers and the public) by assembling and interpreting agricultural economic information. The branch coordinates and analyzes **agriculture** and food policy developments and provides direct support to the minister and deputy minister on policy initiatives.The branch also gathers and publishes a wide range of agricultural **statistics** and monitors economic developments in the industries supplying input to agriculture, industries processing farm **commodities** and the sectors delivering commodities to

consumers. The branch administers the Farm Registration and Farm Organizations Funding Act and various provincial assistance programs.

Services offered to the Public:
Artificial Insemination of Livestock Grants
Commodity Loan Guarantee Program
Farm Plus Plan (Rural Loan Pool)
Livestock Poultry and Honey Bee Protection Act - Damage to Honey Bee Colonies by Bears
Livestock, Poultry and Honey Bee Protection Act - Bear Damage to Livestock Compensation Program
Livestock, Poultry and Honey Bee Protection Act - Part I: Bear Damage to Livestock Compensation Program; Part II: Damage to Honey Bee Colonies by Bears
Rabies Indemnification Program

ONTARIO WHOLE FARM RELIEF PROGRAM

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
PO Box 1714
Guelph N1H 6Z9
Toll Free 1-877-838-5144
Fax (519)826-4334

The Ontario Whole Farm Relief Program will provide funding to individual farmers whose gross margins for 1998 fall below 70% of their three year average. It is available to eligible farmers of all **commodities** in Ontario. The program will assist farmers whose incomes have dropped due to falling prices and extremely adverse weather conditions. The national Agricultural Income **Disaster** Assistance (AIDA) program is integrated with and delivered through the Ontario Whole Farm Relief Program.

Services offered to the Public:
Ontario Whole Farm Relief Program

POLICY ANALYSIS

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
8:30 - 4:30

Policy Analysis provides policy and economic research as a basis for policy and program development on agri-food and rural issues.

RISK MANAGEMENT AND TAX POLICY

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-800-469-2285 (General Inquiry)
Toll Free French 1-800-333-9723
8:30 - 4:30

The Risk Management and Tax Policy unit administers the Farm **Business** Registration Program, the Farmland Property Tax Class Program, the Summer **Jobs** Service Program, the **Livestock**, **Poultry** and Honey Bee Protection Program, as well as the development and funding of joint federal/provincial/producer risk management programs (safetynets).

Services offered to the Public:
Farm Business Registration Program
Farmlands Property Class Program

FARM BUSINESS REGISTRATION AND FARMLANDS PROPERTY TAX PROGRAMS

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-800-469-2285 (General Inquiry)
farmtax@omafra.gov.on.ca
8:30 - 4:30

A farm business that declares gross farm income of $7,000 or more (for income tax purposes) is required to register annually for a Farm Business **Registration** Number. Under provincial **property tax** reform, farm properties satisfying the eligibility requirements are identified in the Farmland Property Tax Class and taxed at 25% of the municipal residential farm tax rate.

POLICY AND PROGRAM COORDINATION BRANCH

10th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (519)826-4020 (Guelph)
Fax (416)325-1156 (Toronto)
Fax (519)826-3614 (Guelph)
8:30 - 4:30

The Policy and Program Coordination Branch provides strategic leadership for the ministry's legislative and policy agenda and processes, focus for its policy and program development, and policy coordination for government and industry clients. The branch provides policy and economic analysis in the trade and intergovernmental arenas, and strategic planning in support of the ministry's business plan. It manages the ministry's Toronto presence, and supports the Deputy Minister and Minister's offices. The branch also coordinates Environmental Bill of Rights activities within the ministry and supports the ministry's internal decision making processes. It provides assistance to the agriculture sector and rural communities in eastern Ontario under the Canada-Ontario Agreement Ice Storm Economic Recovery Assistance Program.

EASTERN ONTARIO ECONOMIC RECOVERY

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3238
8:30 - 4:30

Economic Recovery Programs, Eastern Ontario, provides assistance to the **agriculture** sector and rural communities in Eastern Ontario under the Canada-Ontario Agreement Ice Storm Economic Recovery Assistance Program.

TRADE AND INTERGOVERNMENTAL POLICY

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Fax (519)826-3492
8:30 - 4:30

The **Trade** and Intergovernmental Policy unit provides information, analysis and advice to ministry clients on international trade agreements, issues and disputes. As well, the unit coordinates federal-provincial activities such as the Annual Federal-Provincial Agriculture Ministers' Meeting.

RURAL JOB STRATEGY FUND SECRETARIAT

3rd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3228
Toll Free 1-888-588-4111
Fax (519)826-4336
www.gov.on.ca/omafra
8:00 - 4:30

The Rural Job Strategy Fund Secretariat administers **economic development** programs which include the Rural Job Strategy Fund and the Rural Youth Jobs Strategy. The Rural Job Strategy Fund is a fund designed to stimulate competitiveness, economic growth and job creation in rural Ontario by investing in projects that deal with quality enhancement, marketing and information technology. The Rural Youth Jobs Strategy is designed to enhance the employable skills of rural youth, and encourage a climate for job creation and opportunities for **business** in rural Ontario. The Strategy will invest in projects carried out by rural partnerships and alliances aimed at increasing jobs or training for rural youth between the ages of 15 and 29. The Director is also responsible for Regional Restructuring for Southwestern Ontario.

Services offered to the Public:
Rural Job Strategy Fund
Rural Youth Jobs Strategy

AGENCIES, BOARDS AND COMMISSIONS

AGRICORP

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3276
Toll Free 1-888-247-4999 (AGRICORP Call Centre)
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00

AGRICORP is a crown corporation that provides innovative agricultural insurance and customized consulting services designed to strengthen Ontario's **agriculture** and food industry. Its mandate is to provide value-added business services to the industry in a responsive, cost effective manner.

AGRICORP BUSINESS SERVICES DIVISION

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3276
Fax (519)826-4118
www.agricorp.com/services.cfm
8:00 - 5:00

AGRICORP Business Services provides innovative business solutions for Ontario's agriculture and food industry. The division capitalizes on the existing infrastructure of AGRICORP to provide quality, cost-effective services to customers.

GRAIN LICENSING AND INSPECTION

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3276
www.agricorp.com/services.cfm?task=dealers
8:00 - 5:00

The **Grain Licensing** and **Inspection** unit administers the Grain Financial Protection Program, including the licensing and inspection of grain elevators and grain dealers. **Commodities** covered are corn, soybeans and canola.

Services offered to the Public:
Grain Dealer Licensing and Financial Protection Program
Grain Elevator Operator Licensing & Financial Protection Program

LEAMINGTON OFFICE

60 Oak St E
Leamington N8H 3C2
General Inquiry (519)324-0870
Fax (519)324-0874
www.agricorp.com
8:00 - 5:00

Leamington Office provides quality consulting services to the **food** processing industry, marketing boards and agencies with respect to compliance with a variety of industry **standards** on food grades, processes and regulatory compliance. Services to the food processing industry include third-party grading, **inspection** and acreage measurement for tomatoes, cucumbers, carrots, cauliflower, peas and red beets. In consultation with clients, AGRICORP has been able to reduce the costs of administering these programs through innovative solutions, such as using Global Positioning Systems (GPS) for acreage measurement and introducing more efficient processes. Through this office the division also provides inspection services for the Flue-Cured **Tobacco** Marketing Board.

Services offered to the Public:
Third Party Grading

CROP INSURANCE DIVISION

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3276
Fax (519)826-7407
www.agricorp.com/crop.cfm
8:00 - 5:00

Crop **Insurance** Division currently administers Crop Insurance and Market Revenue programs to provide farmers with protection against weather **disaster**s to their **crops** and income protection during times of low prices. Crop Insurance is available to Ontario farmers to protect more than 50 commercially grown crops against natural hazards. The division administers the Crop Insurance Act and also administers Market Revenue Insurance which provides **financial assistance** to **grain**s and oilseed crop producers during periods of low prices.

Services offered to the Public:
Crop Insurance Program
Market Revenue Insurance (Agriculture)

CUSTOMER ACTION CENTRE

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999 (Call Centre)
8:00 - 5:00

AGRICORP's highly skilled Customer Service Representatives answer customer questions and enquiries, on line, about all aspects of the Market Revenue and Crop Insurance programs.

AGRICULTURAL REHABILITATION AND DEVELOPMENT DIRECTORATE

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4010
8:30 - 4:30

The Agricultural Rehabilitation and Development Directorate maintains projects undertaken jointly with the federal government under the Agricultural Rehabilitation and Development Act.

Services offered to the Public:
Ontario Community Pastures Program

AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4199
Fax (519)826-4211
Fax (519)826-4222 (Director)

The Agricultural **Research** Institute of Ontario (ARIO) is an agency of the Ministry of **Agriculture**, **Food** and Rural Affairs. It reports directly to the Minister and is made up of up to 15 members recognized as leaders in the agri-food industry. The role of ARIO is to enquire into programs of research with respect to agriculture, **veterinary** medicine and consumer studies; select and recommend areas of research for the betterment of agriculture, veterinary medicine and consumer studies; and stimulate interest in research as a means of developing a high degree of efficiency in the production and marketing of agricultural products in Ontario. Administrative support is provided by staff of the Education, Research and Laboratories Division Office, reporting to the Assistant Deputy Minister.

BOARD OF NEGOTIATION

1st Flr N, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-3432
www.gov.on.ca/omafra/english/tribunal/
8:30 - 4:30

The Board of Negotiation negotiates **claims** concerning contaminant damage to property. Under the **Environmental** Protection Act (EPA) an investigation may determine that the damage or injury

to vegetation or **livestock** is caused by a contaminant and that the injury will result in economic loss. If this is the case and the parties involved are unable to come to an agreement on damages, the Board of Negotiation can be called upon to help negotiate a settlement. The board meets with both parties in an informal manner and proceeds to negotiate a settlement of the claim. The procedure is without prejudice to any subsequent legal proceedings.

COUNCIL OF COLLEGE OF VETERINARIANS OF ONTARIO

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4188
Fax (519)826-4211

The Council of College of **Veterinarians** of Ontario acts as the governing body for the College of Veterinarians of Ontario. The principle objective of the college is to regulate the practice of **veterinary** medicine and to govern its members.

CROP INSURANCE APPEAL BOARD

1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232
www.gov.on.ca/omafra/english/tribunal/

The Crop **Insurance Appeal** Board hears appeals concerning disputes arising out of an adjustment of loss under contracts between insured and AGRICORP.

EGG FUND BOARD

7195 Millcreek Dr
Mississauga L5N 4H1
General Inquiry (905)858-9790
Fax (905)858-1589
8:00 - 4:30

The Egg Fund Board is a producer-protection fund that ensures payment to egg producers when a grading station defaults on its payment for eggs purchased from producers.

FARM ORGANIZATIONS ACCREDITATION TRIBUNAL

1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232
www.gov.on.ca/omafra/english/tribunal/

The Farm Organizations **Accreditation** Tribunal accredits general farm organizations for inclusion in the **funding** mechanism established by the Farm **Registration** and Farm Organizations Funding Act. The tribunal also determines eligibility of **francophone** organizations for special funding and decides on applications for religious exemptions from the registration and fee requirements of the Act. The Tribunal can also hear **appeals** filed with the **Assessment** Review Board concerning eligibility for farmland reduced tax rate.

FARM PRODUCTS APPEAL TRIBUNAL

1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232
www.gov.on.ca/omafra/english/tribunal/

Constituted under section 16 of the Ministry of **Agriculture** and Food Act, the Farm Products **Appeal** Tribunal provides an independent, accessible avenue of appeal in matters relating to the Ontario Farm Products Marketing Act and the **Milk** Act. The Tribunal serves as a **Licence** Review Board under the Acts administered by the Ministry of Agriculture, Food and Rural Affairs. The Tribunal also has authority to hear applications relating to the conduct of members of commodity boards under the Commodity Board Members' Act.

GRAIN FINANCIAL PROTECTION BOARD

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3570
8:00 - 4:30

The **Grain Financial Protection** Board collects fees, administers the fund and approves **claims** made against the fund set up under the Grain Financial Protection Program (Farm Products Payments Act, R.S.O. 1990; O. Reg. 651/94) to protect producers in the event a licensed dealer defaults on payment or a licensed grain elevator operator defaults on storage.

LIVESTOCK FINANCIAL PROTECTION BOARD

5th Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3405
8:00 - 4:30

The **Livestock Financial Protection** Board collects fees, administers the fund and approves **claims** made against the fund set up under the Livestock Financial Protection Program (Farm Products Payments Act, R.S.O. 1990; O. Reg. 560/93) to protect producers in the event a licensed dealer defaults on payment.

LIVESTOCK MEDICINES ADVISORY COMMITTEE

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3200
Fax (519)826-3259

The **Livestock** Medicines Advisory Committee reviews all legislation and regulations pertaining to livestock medicines. The committee makes recommendations to the Minister on the sale, control, regulation and description of livestock medicines, as well as proper maintenance, handling and storage **standards**.

NORMAL FARM PRACTICES PROTECTION BOARD

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4120

The Farming and Food Production Protection Act provides for the promotion and protection of agricultural operations in agricultural areas. The operations are protected from nuisance **complaints**

of odour, dust, flies, light, smoke, **noise** and vibration that may arise from conducting a "normal farm practice". In addition the Act provides protection from municipal by-laws that restrict a normal farm practice. The Act establishes the Normal Farm Practices Protection Board as a mechanism to hear complaints and define "normal farm practices."

Services offered to the Public:
Normal Farm Practices Protection Board

ONTARIO DRAINAGE TRIBUNAL

1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232
www.gov.on.ca/omafra/english/tribunal/in

The Ontario **Drainage** Tribunal is established under the Drainage Act to deal with **appeal**s concerning the financial and technical aspects of projects initiated under the Drainage Act. It does not have any authority to hear appeals on any drainage disputes between landowners outside the Act. Landowners involved in a drainage project under the Drainage Act may file an appeal with the clerk of their local municipality, who forwards it to the Tribunal.

ONTARIO FARM IMPLEMENTS BOARD

3rd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3549
Fax (519)826-3259
8:30 - 4:45

The Ontario Farm Implements Board administers the Farm Implements Act and resolves disputes regarding the sale, repair and **safety** of farm machinery. Provision is also made for the supply of emergency parts and for the return or replacement of defective farm implements. The board's main functions include the **registration** of dealers and distributors of farm implements; the **mediation** of disputes between purchasers, dealers and distributors; and the supervision of safety measures relating to farm implements. Brochure available is "The Farm Implements Act Working for You - Questions and Answers".

Services offered to the Public:
Farm Implement Dealer Registration Certificate
Farm Implement Distributor Registration Certificate
Farm Implements Complaints Handling

ONTARIO FARM PRODUCTS MARKETING COMMISSION

5th Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3400
8:00 - 4:30

The Ontario Farm Products Marketing Commission administers the Farm Products Marketing Act and the **Milk** Act. Responsibilities include supervising the marketing boards established under the two Acts. The Farm Products Marketing Act provides for commodity regulation under 21 marketing plans; each plan is administered by a producer marketing board. Some regulations under the Act also require the **licensing** of processors of regulated **commodities** by the commission (e.g.,

vegetables, grapes, tender **fruit**, potatoes, apples, asparagus and seed corn dealers). The Milk Act provides authority to the **Dairy** Farmers of Ontario.

Services offered to the Public:
Apple Processor Licence
Asparagus Processor Licence
Grape Processor Licence
Potato Processor Licence
Seed Corn Grower or Dealer Licence
Tender Fruit Processor Licence
Vegetable Processor Licence

ONTARIO FOOD TERMINAL BOARD

165 The Queensway
Toronto M8Y 1H8
General Inquiry (416)259-5479
Fax (416)259-4303
www.oftb.com
8:30 - 4:00

The Ontario **Food** Terminal Board plays a major role in the orderly marketing of **fruit**s and **vegetables** in Ontario by providing a central marketplace for Ontario growers and produce wholesalers to sell their produce directly to the wholesale and retail **trade**. It operates the Ontario Food Terminal which is a wholesale fresh fruit and produce market with cold storage facilities. The Board acts as a landlord and leases land, warehouse units, offices and other facilities to farmers, wholesalers and allied services. As well, it operates a cold storage facility for use by the wholesale tenants and farmers and provides a team track area for railway cars.

ONTARIO JUNIOR FARMER ESTABLISHMENT LOAN CORPORATION

2nd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3508
Fax (519)826-3170
8:30 - 4:30

The Ontario Junior Farmer Establishment Loan Corporation's Board of Directors approves the administrative policies for the operation of the Corporation. The Corporation's main purpose is the management of its mortgage portfolio. No new loans are being provided. The program is being wound down.

ONTARIO STOCK YARDS BOARD

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4850
8:30 - 4:30

The Ontario Stock Yards Board has been wound down. Ownership of the stockyards land has been transferred to a non-profit private corporation, the Toronto Stock Yards Land Development Board.

ACTS

AgriCorp Act
Agricultural Rehabilitation and Development Act (Ontario)
Agricultural Research Institute of Ontario Act
Agricultural Tile Drainage Installation Act

Agricultural and Horticultural Organizations Act
Animals for Research Act
Artificial Insemination of Livestock Act
Beef Cattle Marketing Act
Bees Act
Commodity Board Members Act
Commodity Boards and Marketing Agencies Act
Crop Insurance (Ontario) 1996
Dead Animal Disposal Act
Drainage Act
Edible Oil Products Act
Farm Implements Act
Farm Income Stabilization Act
Farm Products Containers Act
Farm Products Grades and Sales Act
Farm Products Marketing Act
Farm Products Payments Act
Farm Registration and Farm Organizations Funding Act
Farming and Food Production Protection Act
Grain Corn Marketing Act
Grains Act
Hunter Damage Compensation Act
Junior Farmers Establishment Act
Livestock Community Sales Act
Livestock Identification Act
Livestock Medicines Act
Livestock and Livestock Products Act
Livestock, Poultry and Honey Bee Protection Act
Meat Inspection Act (Ontario)
Milk Act
Ministry of Agriculture and Food Act
Ontario Agricultural Museum Act
Ontario Food Terminal Act
Plant Diseases Act
Pounds Act
Sheep and Wool Marketing Act
Stock Yards Act
Tile Drainage Act
Topsoil Preservation Act
Veterinarians Act
Weed Control Act

MINISTRY OF THE ATTORNEY GENERAL

720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2220
TTY (416)326-4012
Fax (416)326-4007
www.attorneygeneral.jus.gov.on.ca
8:30 - 5:00

The Ministry of the Attorney General delivers justice services to Ontarians by: providing effective prosecution services that support community safety and public order, providing criminal, civil and family justice services that are fair, timely and accessible; supporting fair, affordable systems for resolving disputes; supporting victims of crime by strengthening their rights in the justice system; supporting vulnerable people in making property and personal care decisions, on a last resort basis, that promote their dignity and autonomy; and by providing expert legal advice to government.

DEPUTY ATTORNEY GENERAL

ASSESSMENT REVIEW BOARD

29th Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (416)314-6900
Toll Free 1-800-263-3237
Fax (416)314-3717
Toll Free Fax 1-877-849-2066
www.attorneygeneral.jus.gov.on.ca/arb/ar
8:30 - 5:00

The **Assessment** Review Board is an independent administrative tribunal which draws its jurisdiction from the Assessment Act and the **Municipal** Act. The Board hears and determines **complaint**s against realty assessment forming the basis of municipal **taxation**, complaints with respect to direction of school support for school board taxation, and applications and **appeal**s respecting municipal taxation.

Services offered to the Public:
Assessment Review

COMMUNICATIONS BRANCH

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2200
(416)326-2200 (Branch Reception)
TTY (416)326-4012
Fax (416)326-4007
www.attorneygeneral.jus.gov.on.ca
8:30 - 5:00

The Communications Branch provides strategic communications advice and leadership to support the Minister and government to achieve its justice agenda. The branch works in partnership with

the Minister's Office, ministry program and policy areas, the Ministry of the Solicitor General and the Ministry of Correctional Services to deliver its services.

BUSINESS POLICY AND PLANNING DIVISION

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-4441
8:45 - 5:00

The Business Policy and Planning Division (BPPD) leads and enables the strategic management of change, coordinates corporate and business policy, and provides financial and human resources advice to the Ministry.

BUSINESS AND FISCAL PLANNING BRANCH

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-4019
8:30 - 5:00

The Business and Fiscal Planning Branch is responsible for the coordination of ministry activity with Management Board; coordinating, evaluating and implementing the business plan; coordinating development and monitoring of performance measurement; leading ministry implementation of quality service framework; estimates, financial planning, MB-20 coordination and support; and budget reporting.

HUMAN RESOURCES BRANCH

3rd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2700
TTY (416)326-4011
Fax (416)326-2298
8:30 - 5:00

The Human Resources Branch provides service to the Ministry of the Attorney General on a wide range of human resources issues. On a strategic level, the branch develops human resources systems, processes and communications to support line managers and employees in achieving the ministry's business goals. Examples include performance management and succession planning, the ministry's learning program, and strategic human resources input into the ministry business planning exercises. On an operational level, the branch provides support to clients on a wide variety of issues including workforce planning, employee relations, staffing, classification, compensation, redeployment and transition support and Workplace Discrimination and Harassment Prevention Policy, ensuring that the work environment is free from discrimination and harassment. The branch is the ministry's key contact with OPS bargaining agents and associations on labour relations issues.

Services offered to the Public:
Blind Persons' Rights Act

POLICY BRANCH

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-2699
8:30 - 5:00

The Policy Branch forms an integral part of the ministry's Business Policy and Planning Division. As such, it provides strategic legal advice to ministry clients on the design of laws and policy frameworks to support Ontario's justice system. The Policy Branch has carriage of the ministry's legislative program through all stages of the legal/policy process from policy development to the final passage of legislation. The Branch also has the lead role with Cabinet Office. In addition, the Policy Branch is responsible for overseeing the ministry's Aboriginal justice projects.

ABORIGINAL ISSUES UNIT

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-2699
8:30 - 5:00

The **Aboriginal** Issues Unit supports the Ministry of the Attorney General's work in the area of Aboriginal justice. Staff manage the ministry's funded Aboriginal justice programs and provide legal and policy advice on Aboriginal justice issues.

FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the ministries of the Attorney General, the Solicitor General and Correctional Services. Responsibilities include: developing policies, procedures and guidelines; coordinating and responding to access requests from the public; dealing with appeals and mediation processes; preparing statistical reports and ensuring adherence to privacy provisions and other legislative requirements of the Act.

FREEDOM OF INFORMATION AND PRIVACY - CORRECTIONAL SERVICES
1st Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00

FREEDOM OF INFORMATION AND PRIVACY - SOLICITOR GENERAL
1st Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00

FRENCH LANGUAGE SERVICES

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4054
Fax (416)326-4782
8:30 - 5:00

The French Language Services office monitors delivery of service in French and provides advice to staff of three ministries, Attorney General, Solicitor General and Correctional Services, on issues related to delivery of service in French within their programs and activities pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code. It also coordinates translation, complaints investigation/resolution and linguistic proficiency evaluation services. It manages relations with francophone stakeholder groups and acts as liaison between the ministries and the francophone community.

PROJECT COORDINATION BRANCH

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4000
Fax (416)326-4018
9:00 - 5:00

The Project Coordination Branch is responsible for coordinating the activities across ministry projects to ensure appropriate linkages are made.

COURT SERVICES DIVISION

2nd Flr Suite 204, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2611
Fax (416)326-2652
8:30 - 4:45

The **Courts** Services Division provides information and services to the public to facilitate access to the court system in Ontario. Through a regionalized structure, the division manages the operations of public courts for civil, family and criminal matters, including the more than 250 court offices which link the public, counsel, the police, the Crown Attorney, the judiciary and other agencies within the justice system. For **judicial** purposes, each region is headed by a regional senior justice in the Superior Court of Justice, and a regional senior justice in the Ontario Court of Justice. There are three levels of courts, namely: the Court of Appeal, the Superior Court of Justice, and the Ontario Court of Justice. These are listed under each of their respective regions. The division also provides support services both in and out of the courtroom to provincially and federally appointed judiciary.

COURT OF JUSTICE - ALL COURTS

CHIEF JUSTICE OF THE ONTARIO COURT OF JUSTICE

Suite 2600, 1 Queen St E
PO Box 91
Toronto M5C 2W5
General Inquiry (416)327-5660
Fax (416)326-4787
8:30 - 4:45

The Ontario Court of Justice has jurisdiction in **criminal** cases, certain aspects of Family Law, and matters involving Provincial **Offences**. In criminal cases, the Court renders the final disposition in

most matters under the **Criminal Code of Canada** and other federal statutes, including the **Young Offenders** Act. For information regarding **bail hearings** and bail release procedures, contact the appropriate court office; in Toronto, the number is (416) 327-5614. The Court also renders final disposition for offences under the provincial statutes and **regulations** of Ontario and **municipal** by-laws. For inquiries on payment of **fines** other than parking fines, call the administrative office of the Ontario Court of Justice in Toronto at (416) 327-5675.

CHIEF JUSTICE OF THE SUPERIOR COURT OF JUSTICE

Osgoode Hall
130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5000 (Switchboard)
Fax (416)327-5358
8:30 - 5:00

The Superior Court of Justice has jurisdiction in both **criminal** and civil cases. The court hears proceedings pursuant to a variety of statutes, including the Family Law Act and Mental Incompetency Act. The **Enforcement** offices carry out orders of this court, arising out of civil proceedings. Responsibilities include summoning jurors for **jury** duty and enforcing **writs** of execution. The court handles contested **claims** against **estates**, will **trials** and applications to prove the validity and contents, estate and trust **audits**, interpretation and variations of **wills**/trusts and all proceedings relating to mental incompetency. **Certificates** of **Appointment** of an Estate Trustee with respect to the estates of persons who die are given by the court. The Small Claims Court provides a convenient way to settle disputes over goods and services for amounts not exceeding $6,000.

COURT OF APPEAL FOR ONTARIO

Osgoode Hall
130 Queen St W
Toronto M5H 2N5
(416)327-5020 (General Information)
(416)327-5101 (Court of Appeal - Osgoode Hall (Judges' Reception))
Fax (416)327-0929 (Appeal Scheduling)
Fax (416)327-5032 (Information)
8:30 - 5:00

The Court of **Appeal** for Ontario is the highest appellate court in the province. It hears **criminal** and civil appeals and sits primarily in Toronto.

COURT OF JUSTICE, ONTARIO

ALGOMA (CRIMINAL, PROVINCIAL OFFENCES AND FAMILY)
Court House
426 Queen St E
Sault Ste Marie P6A 1Z7
Fax (705)759-9467

ALGOMA DISTRICT - ELLIOT LAKE (CRIMINAL, PROVINCIAL OFFENCES AND FAMILY)
200 Ontario Ave
Elliot Lake P5A 2T1
General Inquiry (705)945-8000
8:30 - 5:00

BRUCE - ONTARIO COURT (PROVINCIAL DIVISION) COMBINED COURTS
215 Cayley St
Walkerton N0G 2V0
Fax (519)881-0347

COCHRANE (PROVINCIAL DIVISION)
District Court House
149 4th Ave
PO Box 2069
Cochrane P0L 1C0

COCHRANE ONTARIO COURT OF JUSTICE
The 101 Mall
Suite 127
Timmins P4N 6K6

COURT SUPPORT SERVICES
3rd Flr, 50 Eagle St W
Newmarket L3Y 6B1

DUFFERIN (CRIMINAL, ONTARIO COURT OF JUSTICE AND FAMILY)
10 Louisa St
Orangeville L9W 3P9
8:30 - 5:00

DURHAM ONTARIO COURT - PROVINCIAL DIVISION (FAMILY)
2nd Flr, 44 Bond St W
Oshawa L1G 6R2
Fax (905)430-5811 (Court Services Manager)
Fax (905)728-2193

DURHAM ONTARIO COURT OF JUSTICE
242 King St E
Oshawa L1H 3Z8
Fax (905)723-7101
8:30 - 5:00

ELGIN (CRIMINAL AND PROVINCIAL OFFENCES)
The Justice Bldg
2nd Flr, 30 St Catherine St
St Thomas N5P 3T9

ELGIN (FAMILY)
145 Curtis St
PO Box 327
St Thomas N5P 3T9

ESSEX (CRIMINAL AND PROVINCIAL OFFENCES)
PO Box 607
Windsor N9A 6N4
Fax (519)973-6646

ESSEX (FAMILY)
Ontario Government Bldg
4th Flr, 250 Windsor Ave
Windsor N9A 6R5
Fax (519)973-6659

FRONTENAC (CRIMINAL AND PROVINCIAL OFFENCES)
Macdonald-Cartier Bldg
279 Wellington St
Kingston K7L 6E1

FRONTENAC, SUPERIOR COURT OF JUSTICE (FAMILY)
469 Montreal St
Kingston K7L 3H9
General Inquiry (613)548-6789
Fax (613)548-6788
8:30 - 5:00

GREY (PROVINCIAL DIVISION) CRIMINAL, FAMILY AND PROVINCIAL OFFENCES OFFICE
2nd Flr, Suite 200, 1133 2nd Ave E
Owen Sound N4K 2J1
Fax (519)376-8930

HALDIMAND ONTARIO COURT (PROVINCIAL DIVISION) AND ONTARIO COURT (GENERAL DIVISION)
Court House
55 Munsee St
PO Box 399
Cayuga N0A 1E0

HALTON (CRIMINAL AND PROVINCIAL OFFENCES)
Court House
3rd Flr, 491 Steeles Ave E
Milton L9T 1Y7

HAMILTON WENTWORTH (CRIMINAL AND PROVINCIAL OFFENCES)
The John Sopinka Court House
Suite 762, 55 Main St E
Hamilton L8N 2B7
Fax (905)645-5377
8:30 - 5:00

HASTINGS (FAMILY)
Century Place
Suite 402, 199 Front St
Belleville K8N 5B6
General Inquiry (613)968-6759
Fax (613)966-4390

HASTINGS ONTARIO COURT (PROVINCIAL DIVISION - CRIMINAL OFFICE)
15 Victoria Ave
PO Box 1567
Belleville K8N 5J2
Fax (613)962-8830

HURON (CRIMINAL, PROVINCIAL OFFENCES AND YOUNG OFFENDERS COURT)
Court House
1 Court House Square
PO Box 400
Goderich N7A 4C6
8:30 - 5:00

HURON (FAMILY)
Court House
1st Flr, 1 The Square
PO Box 400
Goderich N7A 4C6
8:30 - 5:00

KENORA (CRIMINAL AND PROVINCIAL OFFENCES)
Court House
216 Water St
Kenora P9N 1S4
8:30 - 5:00

KENORA (CRIMINAL PROVINCIAL OFFENCES AND FAMILY) AND SMALL CLAIMS COURT
Ontario Government Bldg
479 Government St
PO Box 3000
Dryden P8N 3B3

KENORA (FAMILY)
Court House
216 Water St
Kenora P9N 1S4
Fax (807)468-2840 (Crown Attorneys Office)

KENT (CRIMINAL AND PROVINCIAL OFFENCES)
Administration of Justice Bldg
1st Flr, 21 Seventh St
Chatham N7M 4K1
Fax (519)354-6292

LAMBTON (CRIMINAL AND PROVINCIAL OFFENCES)
Government Bldg
3rd Flr, 700 Christina St N
Sarnia N7V 3C2
Fax (519)332-3411

LAMBTON (FAMILY)
Provincial Bldg
700 Christina St N
Sarnia N7V 3C2

LANARK (CRIMINAL, PROVINCIAL OFFENCES AND FAMILY)
Rm 307, 39 Chambers St
Smiths Falls K7A 4S9

LEEDS AND GRENVILLE (CRIMINAL, PROVINCIAL OFFENCES AND FAMILY)
75 Water St W
Brockville K6V 5Y6
Fax (613)342-2817

LENNOX AND ADDINGTON (CRIMINAL, PROVINCIAL OFFENCES AND FAMILY)
County Memorial Bldg
41 Dundas St W
Napanee K7R 1Z5

MANITOULIN DISTRICT - NORTH REGION, ONTARIO COURT OF JUSTICE
Court House
Main, 27 Phipps St
Bag 5
Gore Bay P0P 1H0
8:30 - 5:00

MIDDLESEX (CRIMINAL AND PROVINCIAL OFFENCES)
Court House
2nd Flr, 80 Dundas St
London N6A 2P3

MIDDLESEX (FAMILY)
Terminal Court House
PO Box 5600
London N6A 2P3

MUSKOKA COURTHOUSE
3 Dominion St N
Bracebridge P1L 2E6

NEWMARKET - ONTARIO COURT (PROVINCIAL DIVISION)
Court House
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1

NIAGARA NORTH (CRIMINAL AND PROVINCIAL OFFENCES)
Court House
69 Church St
St Catharines L2R 7N8

NIAGARA NORTH (FAMILY)
4th Flr, 59 Church St
St Catharines L2R 7N8

NIAGARA SOUTH (FAMILY)
3 Cross St N
Welland L3B 5X6

NIAGARA SOUTH (SMALL CLAIMS AND PROVINCIAL OFFENCES)
4635 Queen St
Niagara Falls L2E 2L7
Fax (905)374-0293

NIAGARA SOUTH FINANCE AND ENFORCEMENT
3 Cross St N
Welland L3B 5X6

NIPISSING (CRIMINAL AND PROVINCIAL OFFENCES)
360 Plouffe St
North Bay P1B 9L5

NIPISSING (FAMILY)
360 Plouffe St
North Bay P1B 9L5

NORTHUMBERLAND (CRIMINAL AND PROVINCIAL OFFENCES)
Fleming Bldg
Suite 201, 1005 William St
Cobourg K9A 5J4

NORTHUMBERLAND (FAMILY)
860 William St
Cobourg K9A 3A9
Fax (905)372-9952

ONTARIO COURT (PROVINCIAL CRIMINAL/FAMILY) AND SMALL CLAIMS COURT
89 Main St
Cambridge N1R 1W1
Fax (519)621-7824

ONTARIO COURT OF JUSTICE - FREDERICK ST
Suite 1000, 200 Frederick St
Kitchener N2H 6P1
8:30 - 5:00

ONTARIO COURT OF JUSTICE - ORILLIA
c/o Huronia Regional Centre
Cottage C, Box 218
Orillia L3V 6J3
Fax (705)326-0970

ONTARIO COURT OF JUSTICE - ROSSLAND RD
701 Rossland Rd E
Whitby L1N 8Y9
Fax (905)430-5815

ONTARIO COURT OF JUSTICE - STEELES AVE
Courthouse
2nd Flr, 491 Steeles Ave E
Milton L9T 1Y7
Fax (905)878-2494

ONTARIO COURT OF JUSTICE - VICTORIA AND HALIBURTON
440 Kent St W
Lindsay K9V 6G8
Fax (705)324-1401 (Court Services Manager)

ONTARIO COURT OF JUSTICE FAMILY AND CRIMINAL
44 Queen St
Brantford N3T 3B2
General Inquiry (519)758-3460
Fax (519)758-3461
8:30 - 5:00

OTTAWA-CARLETON (CRIMINAL AND PROVINCIAL OFFENCES)
5th Flr, 161 Elgin St
Ottawa K2P 2L1
Fax (613)239-1506

OTTAWA-CARLETON (FAMILY)
161 Elgin St
Ottawa K2P 2K1

OXFORD (CRIMINAL AND PROVINCIAL OFFENCES)
Court House
415 Hunter St
PO Box 70
Woodstock N4S 7W5
Fax (519)539-4579
8:30 - 5:00

OXFORD (FAMILY)
Court House
415 Hunter St
PO Box 70
Woodstock N4S 7W5
Fax (519)539-4579
8:30 - 5:00

PARRY SOUND - CRIMINAL SERVICES (GENERAL, PROVINCIAL AND SHERIFFS OFFICE)
89 James St
Parry Sound P2A 1T7
Fax (705)746-6719

PEEL (CRIMINAL AND PROVINCIAL OFFENCES)
141 Clarence St
Brampton L6W 3E6

PEEL (FAMILY)
7765 Hurontario St
PO Box 220
Brampton L6V 2L1
8:30 - 5:00

PEEL (PROVINCIAL COURT)
50 Kennedy Rd S
Brampton L6W 3E7
General Inquiry (905)450-4770

PERTH (CRIMINAL, PROVINCIAL OFFENCES AND FAMILY)
100 St Patrick St
Box 1010
Stratford N5A 6W4

PETERBOROUGH (CRIMINAL AND PROVINCIAL OFFENCES)
70 Simcoe St
Peterborough K9H 7G9
Fax (705)876-1952

PETERBOROUGH (FAMILY)
70 Simcoe St
Peterborough K9H 7G9

PRESCOTT AND RUSSELL (CRIMINAL, PROVINCIAL OFFENCES AND FAMILY)
2nd Flr, 59 Court St
L'Orignal K0B 1K0
8:30 - 5:00

PRINCE EDWARD (CRIMINAL AND FAMILY)
44 Union St
PO Box 640
Picton K0K 2T0

RAINY RIVER ONTARIO COURT PROVINCIAL DIVISION
333 Church St
Fort Frances P9A 3M7
Fax (807)274-2521

RENFREW CRIMINAL, FINANCIAL AND COURT SUPPORT
415 Pembroke St W
Pembroke K8A 5N5

SATELLITE COURT OFFICES
2021 Plains Rd E
Burlington L7R 4M3

STORMONT DUNDAS AND GLENGARRY (CRIMINAL AND PROVINCIAL OFFENCES)
Morrisburg Mall
PO Box 858
Morrisburg K0C 1X0

STORMONT DUNDAS AND GLENGARRY (CRIMINAL, PROVINCIAL OFFENCES AND FAMILY)
Justice Bldg
4th Flr, 340 Pitt St
Cornwall K6H 5R9
Fax (613)932-0507

SUDBURY (CRIMINAL AND PROVINCIAL OFFENCES)
Court House
Main Flr, 155 Elm St W
Sudbury P3C 1V1
8:30 - 5:00

SUDBURY (FAMILY)
2nd Flr, 159 Cedar St
Sudbury P3E 6A5

SUPERIOR COURT OF JUSTICE, (FAMILY COURT)
55 Main St W
Hamilton L8P 1H4
General Inquiry (905)645-6250
Fax (905)645-6264
8:30 - 5:00

THUNDER BAY ONTARIO COURT PROVINCIAL DIVISION (CRIMINAL)
Provincial Court House
2nd Flr, 1805 E Arthur St
Thunder Bay P7E 5N7

THUNDER BAY ONTARIO COURT PROVINCIAL DIVISION (FAMILY)
Provincial Court House
1st Flr, 1805 E Arthur St
Thunder Bay P7E 5N7

TIMISKAMING (CRIMINAL AND PROVINCIAL OFFENCES)
Court House
393 Main St
Haileybury P0J 1K0

TIMISKAMING (FAMILY)
140 Government Rd E
PO Box 730
Kirkland Lake P2N 3K1

WATERLOO (FAMILY)
2nd Flr, 200 Frederick St
Kitchener N2H 6N9
8:30 - 5:00

COURT OF JUSTICE, SUPERIOR - SMALL CLAIMS COURT

ALGOMA DISTRICT

SUPERIOR COURT OF JUSTICE ELLIOT LAKE SMALL CLAIMS COURT
14 Oakland Blvd
Elliot Lake P6A 2T1

SUPERIOR COURT OF JUSTICE SAULT STE MARIE SMALL CLAIMS COURT
Court House
Main, 426 Queen St E
Sault Ste Marie P6A 1Z7
8:30 - 5:00

BRUCE COUNTY

SUPERIOR COURT OF JUSTICE WALKERTON SMALL CLAIMS COURT
Court House
215 Cayley St
PO Box 430
Walkerton N0G 2V0

COCHRANE DISTRICT

SUPERIOR COURT OF JUSTICE KAPUSKASING SMALL CLAIMS COURT
Ontario Government Bldg
Rm 10, RR 2 Hwy 11 W
Kapuskasing P5N 2X8

SUPERIOR COURT OF JUSTICE TIMMINS SMALL CLAIMS COURT
48 Spruce St N
Timmins P4N 6M7
General Inquiry (705)360-4231
8:30 - 5:00

COUNTY OF LENNOX AND ADDINGTON

SUPERIOR COURT OF JUSTICE KALADAR SMALL CLAIMS COURT
Hwy 7
PO Box 88
Kaladar K0H 1Z0

DUFFERIN COUNTY

SUPERIOR COURT OF JUSTICE ORANGEVILLE SMALL CLAIMS COURT
10 Louisa St
Orangeville L9W 3P9
8:30 - 5:00

ELGIN COUNTY

SUPERIOR COURT OF JUSTICE ST THOMAS SMALL CLAIMS COURT
Justice Bldg
145 Curtis St
PO Box 310
St Thomas N5P 3T9
8:30 - 5:00

ESSEX COUNTY

SUPERIOR COURT OF JUSTICE WINDSOR SMALL CLAIMS COURT
Court House
245 Windsor Ave
Windsor N9A 1J2
General Inquiry (519)973-6620
Fax (519)973-6614
8:30 - 5:00

FAMILY MEDIATION KINGSTON
469 Montreal St
Kingston K7L 3H9

FRONTENAC COUNTY

SUPERIOR COURT OF JUSTICE KINGSTON SMALL CLAIMS COURT
Frontenac County Court House
5 Court St
Kingston K7L 2N4
General Inquiry (613)548-6811
Fax (613)548-6818
8:30 - 5:00

SUPERIOR COURT OF JUSTICE SHARBOT LAKE SMALL CLAIMS COURT
Frontenac County Court House
5 Court St
Kingston K7L 2N4
General Inquiry (613)548-6811
Fax (613)548-6818
8:30 - 5:00

HALTON

SUPERIOR COURT OF JUSTICE
BURLINGTON SMALL CLAIMS COURT
2021 Plains Rd E
Burlington L7R 4M3

SUPERIOR COURT OF JUSTICE
OAKVILLE SMALL CLAIMS COURT
Oakville Municipal Bldg
1225 Trafalgar Rd
Oakville L6J 5A6

HAMILTON-WENTWORTH

SUPERIOR COURT OF JUSTICE
HAMILTON SMALL CLAIMS COURT
50 Main St E
Hamilton L8N 1E9
General Inquiry (905)308-7221
Fax (905)308-7220

HASTINGS COUNTY

SUPERIOR COURT OF JUSTICE
BANCROFT SMALL CLAIMS COURT
5 Fairway Plaza
Bancroft K0L 1C0

SUPERIOR COURT OF JUSTICE
BELLEVILLE SMALL CLAIMS COURT
Court House
235 Pinnacle St
Belleville K8N 3A9

SUPERIOR COURT OF JUSTICE
TRENTON SMALL CLAIMS COURT
80 Division St
Trenton K8V 5S5

KENORA DISTRICT

SUPERIOR COURT OF JUSTICE DRYDEN
SMALL CLAIMS COURT
Government Bldg
Rm 127, 479 Government St
PO Box 3000
Dryden P8N 3B3

SUPERIOR COURT OF JUSTICE KENORA
SMALL CLAIMS COURT
Court House
216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2842
8:30 - 5:00

SUPERIOR COURT OF JUSTICE RED
LAKE SMALL CLAIMS COURT
Government Bldg
Howey St
PO Box 226
Red Lake P0V 2M0

KENT COUNTY

SUPERIOR COURT OF JUSTICE
CHATHAM SMALL CLAIMS COURT
3rd Flr, 21 Seventh St
PO Box 2021
Chatham N7M 5K3

LAMBTON COUNTY

SUPERIOR COURT OF JUSTICE SARNIA
SMALL CLAIMS COURT
700 Christina St N
PO Box 2567
Sarnia N7T 7V8

LANARK COUNTY

SUPERIOR COURT OF JUSTICE PERTH
SMALL CLAIMS COURT
43 Drummond St E
Perth K7H 1G1
General Inquiry (613)267-2021

LINDSAY

ONTARIO COURT OF JUSTICE,
HALIBURTON
440 Kent St W
Lindsay K9V 6G8

MANITOULIN DISTRICT

SUPERIOR COURT OF JUSTICE,
MANITOULIN DISTRICT (GORE BAY
SMALL CLAIMS COURT)
Court House
Main, 27 Phipps St
Bag 5
Gore Bay P0P 1H0
8:30 - 5:00

MIDDLESEX COUNTY

SUPERIOR COURT OF JUSTICE SMALL
CLAIMS COURT
Court House
Ground Flr Unit A, 80 Dundas St
London N6A 6A3

NIAGARA NORTH

SUPERIOR COURT OF JUSTICE ST CATHARINES SMALL CLAIMS COURT
59 Church St
St Catharines L2R 7N8

NIAGARA SOUTH

SUPERIOR COURT OF JUSTICE NIAGARA FALLS SMALL CLAIMS COURT
4635 Queen St
Niagara Falls L2E 2L7
8:30 - 5:00

SUPERIOR COURT OF JUSTICE WELLAND SMALL CLAIMS COURT
102 Main St E
PO Box 612
Welland L3B 5R4

NIPISSING

NORTH BAY SMALL CLAIMS COURT
Court House
360 Plouffe St
North Bay P1B 9L5

SUPERIOR COURT OF JUSTICE STURGEON FALLS SMALL CLAIMS COURT
55 William St
PO Box 416
Sturgeon Falls P0H 2G0

NORTHUMBERLAND COUNTY

SUPERIOR COURT OF JUSTICE NORTHUMBERLAND COUNTY/PORT HOPE SMALL CLAIMS COURT
Court House
860 William St
Cobourg K9A 3A9
General Inquiry (905)372-3751
Fax (905)372-9952
8:30 - 5:00

OTTAWA-CARLETON

SUPERIOR COURT OF JUSTICE OTTAWA SMALL CLAIMS COURT
Court House
5th Flr, 161 Elgin St
Ottawa K2P 2K1

OXFORD COUNTY

SUPERIOR COURT OF JUSTICE WOODSTOCK SMALL CLAIMS COURT
Court House
415 Hunter St
PO Box 70
Woodstock N4S 4G6
8:30 - 5:00

PARRY SOUND DISTRICT

BURK'S FALL SMALL CLAIMS COURT
Plaza 11 Hwy 11
PO Box 119
Burk's Falls P0A 1C0

PEEL

SUPERIOR COURT OF JUSTICE BRAMPTON SMALL CLAIMS COURT
Land Registry Bldg
2nd Flr, 7765 Hurontario St
Brampton L6V 2L7
Fax (905)450-6751

SUPERIOR COURT OF JUSTICE MISSISSAUGA SMALL CLAIMS COURT
2301 Haines Rd
Mississauga L4Y 1Y5
Fax (905)275-3610

PERTH COUNTY

SUPERIOR COURT OF JUSTICE STRATFORD SMALL CLAIMS COURT
Court House
17 George St
Stratford N5A 1A6

PETERBOROUGH COUNTY

SUPERIOR COURT OF JUSTICE PETERBOROUGH SMALL CLAIMS COURT
Court House
470 Water St
Peterborough K9H 3M3

PRINCE EDWARD COUNTY

SUPERIOR COURT OF JUSTICE PICTON SMALL CLAIMS COURT
44 Union St
PO Box 680
Picton K0K 2T0
General Inquiry (613)476-6236
8:30 - 5:00

RAINY RIVER DISTRICT

SUPERIOR COURT OF JUSTICE FORT FRANCES SMALL CLAIMS COURT
Court House
333 Church St
Fort Frances P9A 1C9

REGIONAL MUNICIPALITY OF YORK

SUPERIOR COURT OF JUSTICE NEWMARKET SMALL CLAIMS COURT
Court House
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1

SUPERIOR COURT OF JUSTICE RICHMOND HILL SMALL CLAIMS COURT
855 Major Mackenzie Dr E
Richmond Hill L4B 4C6
General Inquiry (905)737-4416
Fax (905)737-0199
8:30 - 5:00

RENFREW COUNTY

SUPERIOR COURT OF JUSTICE PEMBROKE SMALL CLAIMS COURT
Court House
297 Pembroke St E
Pembroke K8A 3K2

SIMCOE COUNTY

ONTARIO COURT OF JUSTICE
c/o Huronia Regional Centre
Cottage C, PO Box 218
Orillia L3V 6J3

SUDBURY DISTRICT

ONTARIO COURT OF JUSTICE
Town Hall
2nd Flr Suite 3, 100 Tudhope St
Espanola P5E 1S6
Fax (705)869-6511

SUPERIOR COURT OF JUSTICE SUDBURY SMALL CLAIMS COURT
2nd Flr, 159 Cedar St
Sudbury P3E 6A5

THUNDER BAY DISTRICT

SUPERIOR COURT OF JUSTICE GERALDTON SMALL CLAIMS COURT
208 Beamish St
Geraldton P0T 1M0

SUPERIOR COURT OF JUSTICE NIPIGON SMALL CLAIMS COURT
5 Wadsworth Dr
PO Box 758
Nipigon P0T 2J0

SUPERIOR COURT OF JUSTICE SCHREIBER SMALL CLAIMS COURT
105 Ontario St
PO Box 234
Schreiber P0T 2S0

SUPERIOR COURT OF JUSTICE THUNDER BAY SMALL CLAIMS COURT
Court House
2nd Flr, 277 Camelot St
Thunder Bay P7A 4B3

TIMISKAMING DISTRICT

SUPERIOR COURT OF JUSTICE ENGLEHART SMALL CLAIMS COURTS
50 Third St
PO Box 147
Englehart P0J 1H0

SUPERIOR COURT OF JUSTICE HAILEYBURY SMALL CLAIMS COURT
Court House
Main St
PO Box 609
Haileybury P0J 1K0

SUPERIOR COURT OF JUSTICE KIRKLAND LAKE
140 Government Rd E
PO Box 730
Kirkland Lake P2N 3K1

UNITED COUNTIES OF LEEDS AND GRENVILLE

SUPERIOR COURT OF JUSTICE
County Courthouse Bldg
550 King St W
Brockville K6V 3T2
General Inquiry (613)342-2288
Fax (613)345-4019
8:30 - 5:00

UNITED COUNTIES OF PRESCOTT AND RUSSELL

SUPERIOR COURT OF JUSTICE L'ORIGNAL SMALL CLAIMS COURT
59 Court St
L'Orignal K0B 1K0
8:30 - 5:00

UNITED COUNTIES OF STORMONT, DUNDAS AND GLENGARRY

SUPERIOR COURT OF JUSTICE
ALEXANDRIA SMALL CLAIMS COURT
Ontario Court of Justice
110 Main St N
PO Box 699
Alexandria K0C 1A0
8:30 - 5:45

SUPERIOR COURT OF JUSTICE
CORNWALL SMALL CLAIMS COURT
Justice Bldg
340 Pitt St
Cornwall K6J 3P9

SUPERIOR COURT OF JUSTICE
MORRISBURG SMALL CLAIMS COURT
Shopping Plaza
PO Box 858
Morrisburg K0C 1X0

VICTORIA COUNTY - ONTARIO COURT OF JUSTICE

ONTARIO COURT OF JUSTICE, LINDSAY
440 Kent St W
PO Box 4000
Lindsay K9V 6G8

WATERLOO

SUPERIOR COURT OF JUSTICE
CAMBRIDGE SMALL CLAIMS COURT
89 Main St
Cambridge N1R 1W1

SUPERIOR COURT OF JUSTICE
KITCHENER SMALL CLAIMS COURT
Commerce House
5th Flr, Suite 520, 50 Queen St N
Kitchener N2H 6P4

YORK

ETOBICOKE
Suite 209, 2265 Keele St
Toronto M6M 5B8
General Inquiry (416)326-6707
Fax (416)326-6709

NORTH YORK SMALL CLAIMS COURT
2nd Flr, 47 Sheppard Ave E
Willowdale M2N 5X5

SUPERIOR COURT OF JUSTICE
TORONTO (COLLEGE PARK) SMALL CLAIMS COURT
2nd Flr, 444 Yonge St
Toronto M5B 2H4
8:30 - 5:00

PROGRAM DEVELOPMENT BRANCH

2nd Flr Suite 200, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4263
Fax (416)326-4299
8:45 - 4:45

The Program Development Branch provides support services to local and regional operations, program policy, operational and resource planning, development of improved operational procedures and technology support. Additional judicial support services are also provided by the branch, as well as processing applications of Commissioners for Taking **Affidavits** and **Notaries Public**.

REGIONAL DISTRIBUTION OF COURT OFFICES

A list of Court Offices contained in each region appears in the following individual entries. Court offices are also listed in the blue pages of all telephone directories.

CENTRAL EAST REGIONAL OFFICE

2nd Flr Suite 201, 1091 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)836-5621
Fax (905)836-5620
8:30 - 4:45

CENTRAL WEST REGIONAL OFFICE

1st Flr, 50 Main St E
Hamilton L8N 1E9
General Inquiry (905)308-7215
Fax (905)308-7265
8:30 - 4:45

EAST REGIONAL OFFICE
5th Flr Rm 5027, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1551
Fax (613)239-1273
8:30 - 5:00

NORTH REGIONAL OFFICE
Suite 501, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7368
Fax (705)670-7378
8:30 - 4:30

TORONTO REGIONAL OFFICE
2nd Flr, Suite 202, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4249
Fax (416)326-2073
8:30 - 4:45

WEST REGIONAL OFFICE
Suite 806, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)660-3090
Fax (519)660-3133 (Provincial Jury Coordinator)
Fax (519)660-3098 (West Regional Office)
8:30 - 5:00

All Toronto court offices report to the Toronto Regional Office. Court office descriptions in the Toronto Region are shown in individual entries.

MANAGER COURT OPERATIONS (CASE MANAGEMENT - SUPERIOR COURT OF JUSTICE)
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5440
(416)327-6186 (Case Management Inquiries)
Fax (416)327-6529
8:30 - 5:00

CIVIL INTAKE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5440
(416)327-6186 (Case Management Inquiries)
(416)327-5292 (Case Management Scheduling)
Fax (416)327-5445
8:30 - 5:00

CIVIL INTAKE SUPPORT
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5440
8:30 - 5:00

COURT SUPPORT (CIVIL)
7th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)326-4405
Fax (416)327-0900
8:30 - 5:00

MASTERS OFFICE
6th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5482
Fax (416)327-5484 (Masters & Motions)
Fax (416)327-6405
8:30 - 5:00

MOTIONS
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5467
Fax (416)327-5527
8:30 - 5:00

RECORDS OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5512
8:30 - 5:00

MANAGER COURT OPERATIONS (CIVIL OTHER)
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5567
Fax (416)327-6497
8:30 - 5:00

ASSESSMENTS
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5121
Fax (416)327-5445
8:30 - 5:00

COMMERCIAL, BANKRUPTCY OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5044 (Bankruptcy)
(416)327-5043 (Commercial)
Fax (416)327-6228
8:30 - 5:00

ENFORCEMENT
Rm 405, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5600
Fax (416)327-5498
8:30 - 5:00

ESTATES
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)326-2940
Fax (416)326-2939
8:30 - 5:00

FINANCE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-6204
Fax (416)327-5272
8:30 - 5:00

HEARINGS UNIT
Rm 168, 361 University Ave
Toronto M5G 1T3
(416)327-5121 (Hearings Assessments Coordinator)
8:30 - 5:00

MANAGER COURT OPERATIONS (COURT OF APPEAL)
Osgoode Hall
130 Queen St W
Toronto M5H 2N5
Fax (416)326-9955

MANAGER COURT OPERATIONS (CRIMINAL - CENTRAL)
Old City Hall
Rm 157, 60 Queen St W
Toronto M5H 2M4
Fax (416)327-5210
8:30 - 5:00

CRIMINAL
2nd Flr, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-8950
(416)325-8972 (Judges)
(416)325-8967 (Justices of the Peace)
Fax (416)325-8954
8:30 - 5:00

CRIMINAL/PROVINCIAL OFFENCES
Old City Hall
60 Queen St W
Toronto M5H 2M4
(416)327-5897 (Provincial Offences Appeals)
(416)327-5167 (Provincial Offences Inquiries)
(416)327-5774 (Provincial Prosecutors)
(416)327-5179 (Justices of the Peace)
(416)327-5675 (Finance & Enforcement Room 12 B)
(416)327-5754 (Defaulted Fines Control Centre Room 7)
(416)327-5167 (Trial Scheduling)
(416)327-5907 (Judges' Secretaries)
Fax (416)327-5756
Fax (416)327-5787 (Provincial Prosecutors)
8:30 - 5:00

PROVINCIAL PROSECUTORS/ PROVINCIAL JUDGES
Old City Hall
60 Queen St W
Toronto M5H 2M4
General Inquiry (416)327-5893
(416)327-5609 (Court Reporters - Provincial Division)
(416)327-6171 (Courtroom Clerks)
Fax (416)327-6222 (Reporters)
Fax (416)327-6684 (Fine Enforcement)
Fax (416)327-6813 (Court Clerks)
8:30 - 5:00

MANAGER COURT OPERATIONS (CRIMINAL - SUPERIOR COURT OF JUSTICE)
Rm 419, 361 University Ave
Toronto M5G 1T3
Fax (416)326-3850 (Judicial Liaison)
Fax (416)327-5441
8:30 - 5:00

COUNTY OF YORK LAW ASSOCIATION LIBRARY
3rd Flr, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5700
Fax (416)947-9148
8:30 - 5:00

COURT INTERPRETERS TRANSLATION
Rm 512, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5014
Fax (416)327-6906
8:30 - 5:00

COURT REPORTERS
Rm 315, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5550
Fax (416)327-5886
8:30 - 5:00

COURT SUPPORT (CRIMINAL)
Rm 506, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5558
Fax (416)327-6496

CRIMINAL OFFICE
Rm 241, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5917
Fax (416)327-6496
8:30 - 5:00

JUDGES' ADMINISTRATION
3rd Flr, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5284
Fax (416)327-5417
8:30 - 5:00

JURY OFFICE
Jury Office
Rm 167, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5999
Fax (416)327-5885
8:30 - 5:00

MANAGER COURT OPERATIONS (CRIMINAL AREA)
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4208
Fax (416)326-6746
8:30 - 5:00

CRIMINAL/PROVINCIAL OFFENCES
Ontario Court of Justice
1911 Eglinton Ave E
Scarborough M1L 4P4
General Inquiry (416)325-0986
(416)325-0354 (Justices of the Peace)
(416)325-0861 (Judges' Secretaries)
Fax (416)325-0960 (Family Court Office)
8:30 - 5:00

FAMILY
Ontario Court of Justice
1911 Eglinton Ave E
Scarborough M1L 2L6
General Inquiry (416)325-0976
(416)326-0861 (Judges)
Fax (416)325-0960 (Family Court Office)
Fax (416)757-6748 (Family Law Coordinator)
8:30 - 5:00

MANAGER OF OPERATIONS (CRIMINAL)
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4208
(416)314-4213 (Justices of the Peace)
(416)314-4222 (Domestic Violence Court)
(416)314-4218 (Judges)
Fax (416)314-4233
8:30 - 4:45

MANAGER OF OPERATIONS, CRIMINAL/ PROVINCIAL OFFENCES AND FAMILY
80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)314-3967
(416)314-3975 (Judges' Secretaries)
(416)314-3973 (Justices of the Peace)
Fax (416)314-3982
8:30 - 5:00

MANAGER COURT OPERATIONS (FAMILY)
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5542
Fax (416)327-6137
8:30 - 5:00

FAMILY (PROVINCIAL DIVISION)
311 Jarvis St
Toronto M5B 2C4
(416)327-6868 (General Inquiry & Case Management)
(416)327-6857 (Justices of the Peace)
(416)327-6698 (Mediators)
(416)327-6891 (Judges)
Fax (416)327-3634
8:30 - 4:45

FAMILY LAW OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5542
(416)326-4169 (Child Support Guidelines Enquiry Line)
Fax (416)326-4169 (Child Support Guidelines Fax)
Fax (416)327-6137
8:30 - 5:00

MANAGER COURT OPERATIONS (SMALL CLAIMS COURT)
3rd Flr, 47 Sheppard Ave E
North York M2N 5N1
General Inquiry (416)326-3554
Fax (416)325-0881

FAMILY
3rd Flr, 47 Sheppard Ave E
North York M2N 5N1
General Inquiry (416)326-3592
Fax (416)326-3569
8:30 - 5:00

PROVINCIAL OFFENCES - NORTH YORK
Main Flr, 47 Sheppard Ave E
North York M2N 5X6
General Inquiry (416)326-3544
(416)326-3539x255 (Justices of the Peace)
Fax (416)326-3538
8:30 - 5:00

PROVINCIAL OFFENCES - TORONTO
Main Flr, 2265 Keele St
Toronto M6M 3Z7
General Inquiry (416)326-6718
(416)326-6718x266 (Justices of the Peace)
Fax (416)326-6721
8:30 - 5:00

SMALL CLAIMS - NORTH YORK
3rd Flr, 47 Sheppard Ave E
North York M2N 5X5
General Inquiry (416)326-3554
Fax (416)326-3569
Fax (416)326-3570 (Trial Scheduling)
8:30 - 5:00

CRIMINAL LAW DIVISION

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2400 (9th Flr)
General Inquiry (416)326-4600 (10th Flr)
General Inquiry (416)326-2615 (6th Flr)
Fax (416)326-2423 (9th Flr)
Fax (416)326-4656 (10th Flr)
Fax (416)326-2063 (6th Flr)
8:30 - 4:30

The **Criminal** Law Division provides legal representation for the Crown in right of Ontario in all criminal matters. It is responsible for the **prosecution** of criminal cases before all courts in the province and for the carriage of all criminal appeals in the Ontario Court of Appeal and the Supreme Court of Canada. The division supervises and coordinates the Crown Attorneys in the 49 **judicial** districts and the Crown Counsel in the Crown Law Office - Criminal.

DIRECTORS OF CROWN OPERATIONS

CENTRAL EAST REGION
Suite 201, 1091 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)836-5624
Fax (905)836-5620
8:30 - 5:00

DURHAM
Suite 300, 3000 Garden St
Whitby L1R 2G6
General Inquiry (905)430-4150
Fax (905)430-4151
8:30 - 5:00

MUSKOKA
Court House
2nd Flr, 3A Dominion St N
Bracebridge P1L 1R6
General Inquiry (705)645-2411
Fax (705)645-3422
8:30 - 5:00

NORTHUMBERLAND
Victoria Hall
55 King St W
Cobourg K9A 2M2
General Inquiry (905)372-8784
Fax (905)372-1040
8:30 - 5:00

PETERBOROUGH
Provincial Court Bldg
70 Simcoe St
Peterborough K9H 7G9
General Inquiry (705)876-3848
Fax (705)876-9862
8:30 - 5:00

SIMCOE
Court House
Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6188
8:30 - 5:00

VICTORIA AND HALIBURTON
440 Kent St W
PO Box 4000
Lindsay K9V 5P2
General Inquiry (705)324-1420
Fax (705)324-1421
8:30 - 5:00

YORK REGION
Court House
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4800
Fax (905)853-4849
8:30 - 5:00

CENTRAL WEST REGION
5th Flr Suite 518A, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5338
Fax (905)645-5376
8:30 - 5:00

BRANT
2nd Flr, 44 Queen St
Brantford N3T 3B4
General Inquiry (519)758-3480
Fax (519)758-3481
8:30 - 5:00

DUFFERIN
Courthouse Complex
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-4471
Fax (519)941-2330
8:30 - 5:00

HALDIMAND
Court House
55 Munsee St
Cayuga N0A 1E0
General Inquiry (905)772-5043
Fax (905)772-3494
8:30 - 5:00

HALTON
Court House
2nd Flr, 491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7291
Fax (905)878-7423
8:30 - 5:00

HAMILTON-WENTWORTH
Court House
4th Flr, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5252
Fax (905)645-5261
8:30 - 5:00

NIAGARA NORTH
Court House
PO Box 788
St Catharines L2R 6Y3
General Inquiry (905)685-4293
Fax (905)685-5565
8:00 - 5:30

NIAGARA SOUTH
102 East Main St
Welland L3B 3W5
General Inquiry (905)732-1327
Fax (905)732-0223
8:30 - 5:00

NORFOLK
Justice Bldg
Level 4, 530 Queensway W
Simcoe N3Y 4N4
General Inquiry (519)426-5920
Fax (519)426-6301
8:30 - 5:00

PEEL
7765 Hurontario St
PO Box 428
Brampton L6V 2L4
General Inquiry (905)452-6626
Fax (905)455-9432
8:30 - 5:00

EAST REGION
Court House
Suite 3225, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1222
Fax (613)239-1420
8:30 - 4:45

FRONTENAC
County Court House
2nd Flr, 1 Court St
Kingston K7L 2N4
General Inquiry (613)548-6220
Fax (613)548-6692

HASTINGS
2nd Flr, 257 Pinnacle St
Belleville K8N 3B2
General Inquiry (613)962-0772
Fax (613)968-6095

LANARK
41 Drummond St E
Perth K7H 1G1
General Inquiry (613)264-1900
Fax (613)264-0856

LEEDS AND GRENVILLE
County Court House
3rd Flr, Court House Ave
Brockville K6V 5V5
General Inquiry (613)342-2034
Fax (613)345-2116

LENNOX AND ADDINGTON
County Memorial Bldg
Main Flr, 41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-2144
Fax (613)354-7189

OTTAWA-CARLETON
Court House
Suite 3045, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1200

PRESCOTT AND RUSSELL
Court House
16 Court St
PO Box 299
L'Orignal K0B 1K0
General Inquiry (613)675-4460
Fax (613)675-1632

PRINCE EDWARD
Suite 201, 172 Main St
Picton K0K 2T0
General Inquiry (613)476-6267
Fax (613)476-8272

RENFREW COUNTY
Suite 200, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)732-2261
Fax (613)735-2843

STORMONT DUNDAS AND GLENGARRY
Court House
29 2nd St W
Cornwall K6J 1G3
General Inquiry (613)932-5903
Fax (613)936-2157

NORTH REGION
Suite 501, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7341
Fax (705)670-7378
8:30 - 4:30

ALGOMA
Court House
445 Albert St E
Sault Ste Marie P6A 2J9
General Inquiry (705)945-8000
Fax (705)942-6060

COCHRANE (KAPUSKASING)
Suite 32, 25 Brunetville Rd
Kapuskasing P5N 2E9
General Inquiry (705)335-6184
Fax (705)335-3585 (Kapuskasing Office)

COCHRANE SOUTH (TIMMINS)
189 Fifth Ave
Timmins P4N 5L5
General Inquiry (705)264-5234
Fax (705)268-7588

KENORA (DRYDEN)
Court House
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-3351
Fax (807)223-5746

KENORA COURT HOUSE
Court House
Water St
Kenora P9N 1S4
General Inquiry (807)468-2835
Fax (807)468-2840

MANITOULIN
Court House
27 Phipps St
Gore Bay P0P 1H0
General Inquiry (705)282-0194
Fax (705)282-0197

NIPISSING
Court House
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8313
Fax (705)495-8363

PARRY SOUND
Court House
89 James St
Parry Sound P2A 1T7
General Inquiry (705)746-2331
Fax (705)746-6361

RAINY RIVER
District Court House
Main Flr, 333 Church St
Fort Frances P9A 3M7
General Inquiry (807)274-9825
Fax (807)274-2521

SUDBURY
Court House
155 Elm St W
Sudbury P3C 1T9
General Inquiry (705)671-5900
Fax (705)675-4146

TEMISKAMING
Court House
Main Flr, 393 Main St
Haileybury P0J 1K0
General Inquiry (705)672-3308
Fax (705)672-5672

THUNDER BAY
District Court House
2nd Flr, 277 Camelot St
Thunder Bay P7A 4B3
General Inquiry (807)343-2720
Fax (807)343-2745 (277 Camelot St)
Fax (807)625-1618 (1805 E Arthur St)

TORONTO REGION
6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4487
Fax (416)326-4488
8:30 - 5:00

DOWNTOWN TORONTO
New Court House
Rm 101, 361 University Ave
Toronto M5G 1Y1
General Inquiry (416)327-5942
Fax (416)327-6056
8:30 - 5:00

ETOBICOKE
80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)314-3936
Fax (416)314-3949
8:30 - 5:00

NORTH YORK
2nd Flr Suite 105, 1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4222
TTY (416)314-4222
Fax (416)314-4234
Fax (416)314-4464
8:30 - 5:00

SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 2L8
General Inquiry (416)325-0342
Fax (416)325-0353
8:30 - 5:00

WEST REGION
Suite 202, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)660-2400
Fax (519)661-2887
8:30 - 5:00

BRUCE
Court House
1st Flr Rm 102, 215 Cayley St
Walkerton N0G 2V0
General Inquiry (519)881-0432
8:30 - 5:00

ELGIN
Court House
4 Wellington St
St Thomas N5R 2P2
General Inquiry (519)631-1506
Fax (519)633-9629
8:30 - 5:00

ESSEX
Westcourt Place
Suite 410, 251 Goyeau St
Windsor N9A 6V2
General Inquiry (519)253-1104
Fax (519)253-1813
8:30 - 5:00

GREY
Grey County Bldg
595 9th Ave E
Owen Sound N4K 3E3
General Inquiry (519)376-3199
Fax (519)376-5650
8:30 - 5:00

HURON
Court House
3rd Flr, 1 The Square
Goderich N7A 1M2
General Inquiry (519)524-9272
Fax (519)524-7574
8:30 - 4:45

KENT
Court House
1st Flr, 21 Seventh St
Chatham N7M 4K1
General Inquiry (519)352-2141
Fax (519)354-1540
8:30 - 5:00

LAMBTON
Court House
1st Flr Suite 100, 700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-7596
Fax (519)336-4663
8:30 - 5:00

MIDDLESEX
Court House
Main Flr, 80 Dundas St E
London N6A 2P3
General Inquiry (519)660-3003
Fax (519)660-3087
8:30 - 5:00

OXFORD
Court House
Main Flr, 415 Hunter St
Woodstock N4S 4G6
General Inquiry (519)537-2611
Fax (519)539-1060
8:30 - 5:00

PERTH
County Court House
1 Huron St
Stratford N5A 5S4
General Inquiry (519)271-4020
Fax (519)273-6840
8:30 - 5:00

WATERLOO
Court House
4th Flr, 20 Weber St E
Kitchener N2H 1C3
General Inquiry (519)741-3222
Fax (519)570-0031
8:30 - 5:00

WELLINGTON
Court House
75 Woolwich St
Guelph N1H 3T9
General Inquiry (519)822-1031
Fax (519)837-6301
8:30 - 5:00

FAMILY JUSTICE SERVICES DIVISION

8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2504
Fax (416)314-2500
8:30 - 5:00

The Family Justice Services Division (FJSD) oversees the administration, coordination and delivery of the ministry's social justice programs across Ontario. Programs include the Office of the Public Guardian and Trustee, the Children's Lawyer, the Family Responsibility Office, the Victim/Witness Assistance Program, Supervised Access and Bail Verification. In addition, the FJSD supports the Office for Victims of Crime and is responsible through the Domestic Violence Work Team for preparing the government's response to the May/Iles Coroner's Inquest. It also supports the Criminal Injuries Compensation Board and has responsibility for the ministry's relationship to Legal Aid Ontario.

CHILDREN'S LAWYER

14th Flr, 393 University Ave
Toronto M5G 1W9
General Inquiry (416)314-8000
Fax (416)314-8050
9:00 - 5:00

The Office of the **Children**'s **Lawyer** (formerly the Official **Guardian**) investigates, advocates, protects and represents the personal and property rights and obligations of persons under a **disability** at law, usually **minors**, in proceedings before the courts and tribunals of Ontario. The Children's Lawyer provides legal services primarily for children under various legislation, including section 112 and 89 Courts of Justice Act, the Rules of the Courts, the Child and Family Services Act and the Parens Patriae jurisdiction of the Superior Court of Justice.

Services offered to the Public:
Children's Lawyer

FAMILY RESPONSIBILITY OFFICE

PO Box 220 Downsview Post Office
Downsview M3M 3A3
(416)326-1818 (Automated Information (M-F 8:00am-8:30pm))
(416)326-1817 (Client Services (M-Th 8:00am-7:00pm, Fri to 5:00pm))
(416)240-2410 (Reciprocal Enforcement of Support Orders - RESO)
TTY (416)240-2414
Toll Free 1-800-267-7263 (Automated Information)
Toll Free 1-800-267-4330 (Client Services)
Fax (416)240-2401 (Client Services)
8:00 - 7:00

The Family Responsibility Office (formerly the Family Support Plan) enforces family **support orders** made by the courts and agreements made by parties upon separation and **divorce**. The program serves as the Central Authority under the Hague Convention.

Services offered to the Public:
Family Responsibility

LEGAL AID POLICY AND LIAISON

7th Flr, 720 Bay St
Toronto M5G 2K1
Fax (416)326-3214
8:30 - 5:00

The Legal Aid Liaison and Policy is the government link to the Legal Aid Plan that is administered by Legal Aid Ontario

LEGAL AID ONTARIO

4th Flr, 375 University Ave
Toronto M5G 2G1
General Inquiry (416)979-1446
Toll Free 1-800-668-8258
Fax (416)979-2948
8:30 - 5:00

Legal Aid Ontario is a schedule III Agency responsible for the delivery of Legal Aid Services in Ontario.

PUBLIC GUARDIAN AND TRUSTEE

8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
TTY (416)314-2687
Toll Free 1-800-366-0335
Fax (416)326-1366
Fax (416)314-2695 (Legal)
8:30 - 5:00

With the proclamation of the Substitute Decisions Act, 1992, and the Health Care Consent Act, 1995, Office of the Public Guardian and Trustee has expanded its services to vulnerable adults from property (financial) matters into the field of guardianship for personal care. This office is responsible for administering the assets of financially incapable individuals, many of whom reside in **psychiatric** hospitals, chronic care hospitals and nursing homes pursuant to the provisions of the Mental Health Act and the Substitute Decisions Act; the estates of deceased persons in Ontario who die intestate without any adult heirs living in the province pursuant to the Crown Administration of Estates Act; the property of dissolved corporations, protecting the public interest in **charitable** property; and, as the Accountant of the Superior Court of Justice (SCJ), is the depository for all money, mortgages and securities paid into or lodged with SCJ and funds held for minors until the age of majority.

CAPACITY ASSESSMENT OFFICE

8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6766
Fax (416)327-6724
8:30 - 4:30

The Capacity **Assessment** Office maintains a list of people qualified to conduct assessments of capacity in Ontario under the Substitute Decisions Act; administers a **financial assistance** program for people who require assistance in paying for an assessment; and provides information to assessors in Ontario.

INTEGRATED CLIENT SERVICES

8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Fax (416)314-2619
8:30 - 5:00

Integrated Client Services provides intake for all Office of the Public Guardian & Trustee (OPGT) guardianship matters; screens and processes applications for the appointment of a private guardian; investigates allegations of serious harm to mentally incapable adults; provides property and personal care guardianship services and associated asset administration; and solicitors legal services to the OPGT'S mentally incapable clients.

CLIENT SERVICES

8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2648
8:30 - 5:00

Client Services delivers **financial** and personal care **guardian**ship services and associated asset administration and solicitors legal services to the Office of Public Guardian and Trustee's mentally incapable clients in accordance with the Substitute Decisions Act, 1992.

HAMILTON OFFICE
9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8300
Toll Free 1-800-891-0502
Fax (905)546-8301
8:30 - 5:00

LONDON OFFICE
3rd Flr, 401 Clarence St
London N6A 3M6
General Inquiry (519)660-3140
Toll Free 1-800-891-0504
Fax (519)660-3148
8:30 - 5:00

OTTAWA OFFICE
3rd Flr, 244 Rideau St
Ottawa K1N 5Y3
General Inquiry (613)241-1202
Toll Free 1-800-891-0506
Fax (613)241-1567
8:30 - 5:00

SUDBURY OFFICE
Suite 602, 199 Larch St
Sudbury P3E 5P5
General Inquiry (705)564-3185
Toll Free 1-800-564-0503
Fax (705)564-3193
8:30 - 5:00

THUNDER BAY
Suite 101, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (705)564-3185
Toll Free 1-800-564-0503
Fax (807)343-7223
8:30 - 5:00

TORONTO OFFICE
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2619
8:30 - 4:30

INTAKE, SCREENING AND INVESTIGATIONS

8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6683
Toll Free 1-800-366-0335
Fax (416)314-2642
8:30 - 4:30

The Intake, Screening and Investigations unit receives **Certificates** of Incapacity under the **Mental Health** Act and Substitute Decisions Act; handles applications to appoint the Office of the Public **Guardian** and Trustee as guardian or trustee; processes applications to appoint a private statutory guardian of property; reviews court applications for the **appointment** of a guardian; maintains the registry of guardians and investigates allegations of serious harm to incapable **adults**.

ESTATES ADMINISTRATION AND CORPORATIONS

8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-0406
8:30 - 4:30

The **Estates** Administration and **Corporations** administers estates of persons who die **intestate** and without known heirs in the province, and the assets of dissolved corporations.

VICTIMS' SUPPORT

CRIMINAL INJURIES COMPENSATION BOARD

4th Flr, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)326-2900
Toll Free 1-800-372-7463
Fax (416)326-2883
8:30 - 5:00

The **Criminal Injuries Compensation** Board provides compensation to eligible applicants when a person is injured or killed in Ontario as the result of an act of criminal **violence**.

Services offered to the Public:
Criminal Injuries Compensation Board

DOMESTIC VIOLENCE WORK TEAM

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-3404
Fax (416)326-0920
8:30 - 5:00

The Domestic **Violence** Work Team is responsible for coordinating domestic violence initiatives developed in response to recommendations of the May/Iles Coroner's jury and the Joint Committee on Domestic Violence. The Team is also coordinating implementation of the provincial domestic violence justice strategy (including domestic violence courts).

OFFICE FOR VICTIMS OF CRIME

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-1682
Toll Free 1-877-435-7661
Fax (416)326-4497
8:30 - 5:00

The Office for **Victim**s of Crime is working together with community organizations with an aim to strengthen the rights of victims and provide more comprehensive and integrated services for victims of crime in Ontario.

VICTIM/WITNESS ASSISTANCE PROGRAMME

9th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2429
Fax (416)326-2857
8:30 - 5:00

The **Victim**/Witness Assistance Programme provides victims and **witnesses** of **crime** with information and assistance throughout the criminal court process. The victim/witness assistance coordinators provide two general types of service: direct victim/witness assistance such as offering emotional support to victims, providing courtroom orientation, crisis intervention, acting as a liaison on behalf of victims/witnesses with **police** and the Crown as well as referring victims to community agencies for **counselling** and other support services; and **public education** and community coordination for the development of services for victims.

Services offered to the Public:
Victim/Witness Assistance Programme

BARRIE
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6560
Fax (705)739-6603
8:30 - 5:00

BELLEVILLE
2nd Flr, 15 Victoria St
Belleville K8N 1Z5
General Inquiry (613)962-3005
Fax (613)962-3225
8:30 - 5:00

BRAMPTON
141 Clarence St
Brampton L6W 3E6
General Inquiry (905)450-4797
Fax (905)450-4092
8:30 - 5:00

HAMILTON
Suite 478, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5272
Fax (905)645-5271
8:30 - 5:00

KENORA
216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2839
Fax (807)468-2888
8:30 - 5:00

KINGSTON
2nd Flr, 279 Wellington St
Kingston K7K 6E1
General Inquiry (613)548-6213
Fax (613)548-6207
8:30 - 5:00

KITCHENER
200 Frederick St
Kitchener N2H 6P1
General Inquiry (519)741-3351
Fax (519)741-3347
8:30 - 5:00

LONDON
Ground Flr Unit B, 80 Dundas St
London N6A 6A2
General Inquiry (519)660-3041
Fax (519)660-2299
8:30 - 5:00

MILTON
Rm 235, 491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-6292
Fax (905)878-4308
8:30 - 5:00

NEWMARKET
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4818
Fax (905)853-4883
8:30 - 5:00

NORTH BAY
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8339
Fax (705)495-8336
8:30 - 5:00

OTTAWA
Rm 3182, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1229
Fax (613)239-1473
8:30 - 5:00

OWEN SOUND
Suite 109, 1101 2nd Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-8927
Toll Free 1-888-577-3111
Fax (519)376-0865
8:30 - 5:00

PEMBROKE
2nd Flr Suite 200, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)732-2035
Fax (613)735-2843
8:30 - 5:00

PERTH
43 Drummond St E
Box 1400
Perth K7H 1G1
General Inquiry (613)264-8387
Fax (613)264-9014
8:30 - 5:00

ST CATHARINES
Rm 1020, 59 Church St
St.Catharines L2R 7N8
General Inquiry (905)685-2671
Fax (905)685-2673
8:30 - 5:00

SUDBURY
Bsmt, 155 Elm St W
Sudbury P3C 1T9
General Inquiry (705)671-5956
Fax (705)564-3027
8:30 - 5:00

THUNDER BAY
2nd Flr, 1805 East Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1627
Fax (807)622-1826
8:30 - 5:00

TORONTO (OLD CITY HALL)
Rm 341A, 60 Queen St W
Toronto M5H 2M4
General Inquiry (416)327-5959
Fax (416)327-7630
8:30 - 5:00

TORONTO - COLLEGE PARK
Rm 281, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-6117
Fax (416)325-7384
8:30 - 5:00

TORONTO - ETOBICOKE
80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)314-3944
Fax (416)314-3974
8:30 - 5:00

TORONTO - NORTH YORK
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-0009
Fax (416)314-0573
8:30 - 5:00

TORONTO - SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 2L8
General Inquiry (416)325-0351
Fax (416)325-8564
8:30 - 5:00

TORONTO - SUPERIOR COURT OF JUSTICE
Rm 101, 361 University Ave
Toronto M5G 1Y1
General Inquiry (416)327-5946
Fax (416)327-6373
8:30 - 5:00

WHITBY
Suite 300, 3000 Garden St
Whitby L1R 2G6
General Inquiry (905)430-4170
Fax (905)430-4161
8:30 - 5:00

WINDSOR
Westcourt Place
4th Flr Suite 410B, 251 Goyeau St
Windsor N9A 6V2
General Inquiry (519)253-2897
Fax (519)254-2816
8:30 - 5:00

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6950
Fax (416)326-1104
9:00 - 5:00

The Integrated Justice Information Technology Division is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General, Ministry of the Solicitor General, and Ministry of Correctional Services and their external Justice partners - that enables transformation into a modern, effective and efficient justice system.

LEGAL SERVICES DIVISION

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4000
Fax (416)326-6996
9:00 - 5:00

The Legal Services Division comprises the Legal Services and the Dispute Resolution Office. Legal Services is responsible for the provision of legal advice to ministries and certain agencies, boards and commissions of the Ontario government. It includes the Constitutional Law Branch, Crown Law Office - Civil, and 23 Seconded Legal Services branches across government. The Dispute Resolution Office serves as a central government resource and provides advice on Dispute Resolution (DR) programs, policies and legislation to ministries as well as agencies, boards and commissions.

CONSTITUTIONAL LAW BRANCH

8th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4460
(416)326-4456 (For Articling Students Only)
(416)326-4451 (For Articling Students Only)
Fax (416)326-4015
8:30 - 5:00

The Constitutional Law Branch bears primary responsibility for advising the government on constitutional matters and conducting constitutional **litigation** on behalf of the government. Constitutional issues arise across the full range of matters in which the government is involved. They include the protections found under the Canadian Charter of Rights and Freedoms such as

freedom of religion, expression, association and assembly, rights relating to equality, democratic elections, mobility of persons, the use of official languages in federal institutions and in education, as well as the rights held by an individual when faced with government or police investigation and prosecution. Constitutional issues also include disputes respecting the division of powers between the federal Parliament and provincial legislatures and the protection of **aboriginal** and treaty rights.

CROWN LAW OFFICE - CIVIL

8th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4008
(416)326-4122 (Law Clerk)
(416)326-4168 (For Articling Students Only)
(416)326-4159 (For Articling Students Only)
(416)326-4123 (For Articling Students Only)
(416)326-4180 (For Articling Students Only)
Fax (416)326-4181
8:30 - 5:00

Crown Law Office - Civil is divided into the advisory services group and the **litigation** services group. The members of the advisory services group act as solicitors for the Ministry of the Attorney General and also provide legal advice to other ministries and agencies on a broad spectrum of legal issues with government-wide significance. Counsel in the litigation services group provide legal representation of the Crown, its ministries, agencies, boards and commissions in a wide variety of matters involving issues of public importance in all levels of courts. Counsel also provides alternative dispute resolution services.

DISPUTE RESOLUTION OFFICE

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4000
Fax (416)314-8195
9:00 - 5:00

The Dispute Resolution Office (DRO) promotes the expanded use and development of Dispute Resolution (DR) practices across government. The DRO serves as a central government resource and provides advice on DR programs, policies, and legislation to all ministries as well as agencies, boards and commissions. The DRO also provides training in dispute resolution and team building, and offers **mediation** services as well as other forms of conflict resolution practices to address conflicts within the Ontario Public Service.

SECONDED LEGAL SERVICES BRANCH

The Seconded Legal Services Branches provide legal advice and legal services to all ministries and some agencies, boards and commissions of the Government of Ontario. There are 22 legal branches/ offices located on-site with individual client ministries and with some Schedule I agencies, boards and commissions. Seconded Legal Services provides solicitor and counsel work covering very broad and varied types of law, including aboriginal, charities, corporate/commercial, corrections, education, employment, environmental, family, and financial institutions.

LEGISLATIVE COUNSEL

Whitney Block
Suite 3600, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)326-2841
Fax (416)326-2806
8:00 - 5:00

The **Legislative** Counsel office provides legislative services to Ministers of the Crown, Members of the Legislature, government and agencies, and applicants for private **bills**. It also provides drafting services for bills and **regulations**, preparation of annual statute books, filing and publication of Ontario regulations, and the **translation** and publication of regulations in **French**.

ACTS

Absconding Debtors Act
Absentees Act
Accidental Fires Act
Accumulations Act
Administration of Justice Act
Age of Majority and Accountability Act
Aliens' Real Property Act
Anglican Church of Canada Act, 1979
Arbitrations Act
Architects Act
Assessment Review Board Act
Bail Act
Barristers Act
Blind Persons' Rights Act
Bulk Sales Act
Business Records Protection Act
Charitable Gifts Act
Charities Accounting Act
Children's Law Reform Act
Class Proceedings Act, 1992
Commissioners for Taking Affidavits Act
Compensation for Victims of Crime Act
Construction Lien Act
Conveyancing and Law of Property Act
Costs of Distress Act
Courts of Justice Act
Courts of Justice Statute Law Amendment Act, 1994
Creditors' Relief Act
Crown Administration of Estates Act
Crown Agency Act
Crown Attorneys Act
Crown Witnesses Act
Disorderly Houses Act
Dog Owner's Liability Act
Dower and Miscellaneous Abolition Act, 1980
Employers and Employees Act
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986
Escheats Act
Estates Act
Estates Administration Act

Evidence Act
Execution Act
Expropriations Act
Family Law Act
Family Support Plan Act
Fines and Forfeitures Act
Fraudulent Conveyances Act
Frustrated Contracts Act
Gaming Act
Habeas Corpus Act
Hospitals and Charitable Institutions Inquiries Act
Hotel Registration of Guests Act
Innkeepers Act
International Commercial Arbitration Act
International Sale of Goods Act
Interpretation Act
Interprovincial Summonses Act
Intervenor Funding Project Act
Judicial Review Procedure Act
Juries Act
Justices of the Peace Act
Landlord and Tenant Act
Law Society Act
Legal Aid Act
Libel and Slander Act
Limitations Act
Mental Incompetency Act
Mercantile Law Amendment Act
Metro Toronto Police Force Complaints Act, 1984
Ministry of the Attorney General Act
Minors' Protection Act
Mortgages Act
Negligence Act
Notaries Act
Occupiers' Liability Act
Ontario Law Reform Commission Act
Partition Act
Pawnbrokers Act
Perpetuities Act
Powers of Attorney Act
Proceedings Against the Crown Act
Professional Engineers Act
Property and Civil Rights Act
Provincial Offences Act
Public Accountancy Act
Public Authorities Protection Act
Public Guardian & Trustee Act
Public Halls Act
Public Inquiries Act
Public Institutions Inspection Act
Public Officers Act
Public Trustee Act
Reciprocal Enforcement of Judgments (U.K.) Act
Reciprocal Enforcement of Judgments Act
Reciprocal Enforcement of Support Orders Act

Regulations Act
Regulations Revision Act, 1989
Religious Freedom Act
Religious Organizations' Lands Act
Sale of Goods Act
Settled Estates Act
Short Forms of Conveyances Act, 1980
Short Forms of Leases Act
Short Forms of Mortgages Act, 1980
Solicitors Act
South African Trust Investments Act
Statute of Frauds Act
Statutes Act
Statutes Revision Act, 1989
Statutory Powers Procedure Act
Substitute Decisions Act, 1992
Succession Law Reform Act
Support and Custody Orders Enforcement Act
Ticket Speculation Act
Time Act
Transboundary Pollution Reciprocal Access Act
Trespass to Property Act
Trustee Act
Unconscionable Transactions Relief Act
University Expropriation Powers Act
Variation of Trusts Act
Vendors and Purchasers Act
Wages Act
Warehouse Receipts Act

MINISTRY OF CITIZENSHIP, CULTURE AND RECREATION

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)327-2422
TTY (416)314-7831
Toll Free 1-800-267-7329
www.gov.on.ca/MCZCR

The mandate of the Ministry of Citizenship, Culture and Recreation is to enforce human rights legislation, support equal opportunity for all Ontarians, motivate, facilitate and recognize voluntarism in Ontario, encourage the arts and cultural industries, preserve Ontario's heritage, advance the public library system, promote sport, recreation and physical activity and maintain the Archives of Ontario.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

6th Flr, 400 University Ave
Toronto M7A 2R9
(416)314-7410 (Automated Public Inquiry Service)
Toll Free 1-800-267-7329
Fax (416)314-4965
8:00 - 5:00

The Communications Branch is responsible for communicating the ministry's programs and policies related to its core businesses and to the government's corporate communications agenda. The branch prepares, implements and evaluates communications plans related to the government's and ministry's priority agenda; supports the Minister, Deputy Minister and senior management in the handling of contentious issues; manages a media relations program for a wide range of target audiences; advises on and organizes Minister's/Deputy Minister's participation in public events; and provides internal communications services for the ministry.

INTERNAL AUDIT SERVICES

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)585-6560

Internal Audit Services performs an assurance consulting function, which assists the ministry in accomplishing its objectives by bringing a systemic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control and governance.

ONTARIO 2000 THE MILLENNIUM PROJECT

3rd Flr, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)314-2020
Toll Free 1-877-464-0444
Fax (416)314-2024
8:30 - 4:45

Ontario 2000 is responsible for the planning, coordination and implementation of the province's initiatives in commemorating the new millennium. The unit provides a one-stop information shopping service for all millennium activities across Ontario through Internet services, **publications** and response to general inquiries.

ARCHIVES OF ONTARIO

3rd Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)327-1600
(416)327-1583 (Genealogical)
(416)327-1552 (Photos, Maps, Architectural)
(416)327-1582 (Historical Inquiries)
(416)327-1593 (Vital Statistics)
Toll Free 1-800-668-9933 (Province-Wide)
Fax (416)327-1999
8:15 - 4:30

The Archives' mandate is to acquire, preserve and make publicly accessible for legal, administrative and other **research** purposes, original **records** of enduring value relating to Ontario. This includes records of Ontario's successive governments as well as private manuscripts, published and printed material, maps, architectural drawings, **photograph**s, audio, video, and motion picture **film** recordings. The Archives provides policy direction and advisory services on recorded information management for the Government of Ontario. Under the Archives Act (1923, amended 1972), the Archivist of Ontario must approve the final disposition of provincial government records.

CITIZENSHIP DIVISION

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)314-7491
Fax (416)314-7599
8:00 - 5:00

The Citizenship Division is responsible for policies, **standards** and programs related to the protection of human rights, workplace equal opportunity, immigrant settlement, promoting access for persons with disabilities, initiatives for vulnerable adults, Aboriginal community economic development, and fostering voluntarism across Ontario. The division comprises the Office of the Assistant Deputy Minister, Citizenship Development Branch, Equal Opportunity and Disability Access Branch and the Honours and Awards Unit.

CITIZENSHIP DEVELOPMENT BRANCH

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)314-7491
Fax (416)314-7307
8:00 - 5:00

The **Citizenship** Development Branch is responsible for policy and program development in the areas of immigration and settlement; access to professions and trades for foreign-trained professionals and tradespersons; and Aboriginal community and economic development. The branch is also responsible for coordinating the implementation of programs to support the voluntary sector under the Volunteer Linkages Initiative and for liaison with the Ontario Trillium Foundation to ensure appropriate accountability. The Branch is comprised of three units: Aboriginal Development Unit, Immigration and Settlement, and Voluntarism Initiatives.

ABORIGINAL DEVELOPMENT UNIT

Suite 1202, 1 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-7414
Fax (416)314-7428

The **Aboriginal** Development Unit supports the government's Aboriginal Policy Framework commitment to Aboriginal self-reliance through programs that strengthen **community**, economic and organizational development. The Aboriginal Development Unit and Regional Services offer consultative, information, and program assistance to Aboriginal communities and organizations throughout Ontario, including **Metis** communities, Friendship Centres, **Native** Women's organizations, **First Nations**, and Aboriginal community-based groups.

Services offered to the Public:
Aboriginal Community Capital Program
Ontario Aboriginal Economic Development Program
Special Projects and Services Grants

IMMIGRATION AND SETTLEMENT

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)314-7491
Fax (416)326-0295

The Immigration and Settlement Unit provides policy research, development, analysis and advice in the area of immigration and settlement. It also develops strategies for more effective **community**-based settlement services for **immigrants** and refugees. It works with other ministries and the federal government to resolve issues on settlement services in Ontario and implements a Newcomer Settlement Program for community-based settlement service delivery.

Services offered to the Public:
Cultural Interpreter Services and Training Program
Newcomer Settlement Program

VOLUNTARISM

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6853
TTY (416)314-7491
Fax (416)314-7180

The Voluntarism Initiatives Unit coordinates the government's program to strengthen voluntarism in Ontario. It builds voluntary sector, private sector and government partnerships and facilitates a series of **Volunteer** Linkages initiatives to recognize, encourage and support volunteers' action.

Services offered to the Public:
Volunteer@ction.online

EQUAL OPPORTUNITY AND DISABILITY ACCESS BRANCH

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)314-7491
Fax (416)314-7307
8:00 - 5:00

The Equal Opportunity and Disability Access Branch is responsible for policy and program development in the areas of disability issues, equal opportunity, human rights and vulnerable adults. Within its responsibility, the branch liaises with the Ontario Human Rights Commission and the Board of Inquiry to ensure appropriate accountability. The branch is comprised of three units: Access for Vulnerable Adults; Equal Opportunity and Disability Partnerships; and Human Rights and Disability Access.

ACCESS FOR VULNERABLE ADULTS

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)314-7491
Fax (416)314-7467

The Access for Vulnerable **Adults** Unit works with other ministries and **community** partners to deliver a province-wide information and referral service, and a resource clearinghouse and other initiatives to support community-based delivery of advocacy services for vulnerable adults. It manages transfer payments to community-based agencies delivered through regional offices in the areas of Prevention of **Violence** Against **Women**, specifically Cultural Interpreter Services and **Training** program, Violence Against Immigrant/Refugee Women Prevention Education **Grants** and Violence Against Women with **Disabilities** Prevention Education. It works with Ontario Trillium Foundation to deliver special **funding** programs to support the Equal Opportunity Plan and the Initiative for Vulnerable Adults. It also coordinates the Good Neighbours program, a public awareness campaign to promote local community support for **seniors** and other vulnerable community members.

EQUAL OPPORTUNITY AND DISABILITY PARTNERSHIPS

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)314-7491
Fax (416)326-9725
www.equalopportunity.on.ca

The Equal Opportunity and **Disability** Partnerships Unit develops and implements initiatives for the Government of Ontario's **Workplace** Equal Opportunity Plan. Through partnerships, it provides services to support the equal opportunity efforts of **employers** and employees in the private and broader public sectors. These services include an information clearinghouse, demonstration projects, **training** and **education** delivered through the Gateway to Diversity website and a fax on demand service.

HUMAN RIGHTS AND DISABILITY ACCESS

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)326-0207
TTY Toll Free 1-888-520-5828
Fax (416)327-4080

The Human Rights and **Disability** Access Unit develops human rights policy and liaises with the Ontario Human Rights Commission and the Board of Inquiry. It works with other ministries to achieve government objectives regarding human rights.

HONOURS AND AWARDS UNIT

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7526
TTY (416)314-7491
Fax (416)314-6050
Fax (416)314-7743
9:00 - 5:00

The Honours and **Award**s Unit delivers honours and awards programs to promote voluntarism and honour the accomplishments of outstanding Ontarians and other commemorative functions. Programs include: Order of Ontario endorses excellence in any field of endeavour; Ontario Medal for Good **Citizenship**, Outstanding Achievement Award for Voluntarism and **Volunteer** Service Awards champion voluntarism; Ontario Medal for Young Volunteers recognizes exceptional voluntary achievement by young people, 24 years of age and younger; Lincoln M. Alexander Awards highlight efforts to eliminate **racism**; Ontario Medal for **Police** Bravery and Ontario Medal for **Firefighter** Bravery single out superlative acts of heroism; **Community** Action Awards, Senior Achievement Awards and Senior of the Year Awards values work contributed by persons with **disabilities** and **seniors**; Amethyst Awards recognizes Outstanding Achievements by Ontario Public Servants; special events such as the **Canada Day** celebrations at Queen's Park.

CULTURE, SPORT AND RECREATION DIVISION

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7265
Fax (416)314-7461
8:30 - 4:45

The Culture Branches are responsible for the development of policies and programs and the operation of programs related to arts, cultural industries, heritage sectors and public libraries in Ontario. They oversee program and financial liaison with the ministry's nine cultural agencies and two library agencies. The Sport and Recreation Branch works to support participation of people in amateur sport, physical activity and recreation. The branch develops policies and provides program tools, guidelines and information resources to organizations and communities to help them meet the sport and recreation needs of their members.

ARTS AND CULTURAL INDUSTRIES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7080
Fax (416)314-7091

The Arts and Cultural Industries Branch is responsible for development of policies and programs and the operation of programs related to arts and cultural industries. Programs are delivered through two units.

CULTURAL AGENCY COORDINATION

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7361

The Cultural Agencies Unit is responsible for fiscal, policy and program liaison with 9 cultural agencies and institutions of the Ministry. The nine cultural agencies and institutions are the Art Gallery of Ontario, McMichael Canadian Art Collection, Ontario Arts Council, Ontario Film Development Corporation, Ontario Science Centre, Royal Botanical Gardens, Royal Ontario **Museum**, Science North and TVOntario.

ARTS AND CULTURAL INDUSTRIES UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7080
Fax (416)314-7091
9:00 - 5:00

The **Arts** and **Cultural** Industries Unit provides policy, program and consultative services to arts organizations and to the cultural industry sector. Support is available to foreign journalists and programmers visiting Ontario to view cultural programming. The Arts Services Organization Program provides operating **grants** to provincial arts service organizations. The Cultural Strategic Development Fund provides support for arts, **heritage** and the cultural industries to increase self-sufficiency, improve market development and develop strategic partnerships. It administers the Ontario Trillium Book **Award** Program and Ontario Book Tax Credit and the Ontario Magazine Tax Credit.

HERITAGE AND LIBRARIES BRANCH

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7080
Fax (416)314-7635
9:00 - 5:00

The Heritage and Libraries Branch protects Ontario's heritage in order to maximize their contribution to the province's economic and social vitality and provides leadership to public libraries and library agencies to develop accessible, equitable and empowering information and library services for the people of Ontario.

HERITAGE OPERATIONS

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7148
Fax (416)314-7175
Fax (807)623-7926 (Thunder Bay)
Fax (519)675-7777 (London)
Fax (613)244-4282 (Ottawa)
9:00 - 5:00

The **Heritage** Operations Unit performs regulatory, planning and **educationa**l functions related to **archaeological** and cultural resource management. These functions are outlined in the Ontario Heritage Act, and support resources **conservation** under the Planning Act and the **Environmental Assessment** Act and other pieces of legislation. The unit maintains a database of the 16,000 known archaeological sites in Ontario. Through three regional archaeology offices, the unit assists communities and groups in identifying, conserving and managing **marine** and land-based archaeological resources, and provides technical assistance to projects that encourage education and **training** in archaeological **research** and resource conservation. Specialized advisory services and **funding** assistance is provided to a wide range of heritage groups including community **museum**s, local **historical** societies and other heritage organizations. Archaeological **licence**s are provided through this unit.

HERITAGE POLICY AND PROGRAM DEVELOPMENT

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7080 (Heritage Properties)
General Inquiry (416)314-7125 (Conservation Review Board)
Fax (416)314-7790
9:00 - 5:00

Heritage Policy and Program development Unit advises other provincial ministries, **municipal**ities, Local **Architectural Conservation** Advisory Committees, heritage organizations and the private sector on heritage conservation and planning, and provides technical assistance and advice on architectural conservation practices and techniques. The unit maintains a register of designated heritage properties. The unit provides administrative support to the Conservation Review Board, a regulatory agency of the Ministry of Citizenship, Culture and Recreation.

LIBRARIES

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7620
Fax (416)314-7635

The Libraries administers the Public Libraries Act, develops and evaluates provincial policies on **library** services, provides consultative support and administers grant and **pay equity** programs and the Public Library Services **Award**s. The unit coordinates two agencies: the Ontario Library Service - North and the Southern Ontario Library Service, which deliver program and services for the ministry.

ONTARIO LIBRARY SERVICE

The Ontario Library Service (OLS) consists of two agencies of the ministry. The mandate of the Ontario Library Service - North and the Southern Ontario Library Service is to increase cooperation among public **libraries** and facilitate the development of local services. OLS services include resource-sharing networks, inter-library loan, coordinated telecommunications, planning and coordination, materials delivery, cooperative collection development, advocacy, provincial information grid, development and coordination of Information Network for Ontario (INFO), including the CD-ROM catalogue. OLS also provides consultation and technical assistance, **First Nations** library services, regional development clusters of libraries, trustee development, seminars and workshops such as customer service and FIPPA. Direct services (North only) include supplementary materials, acquisition organization and maintenance of the Northern Ontario Catalogue and technical services support.

ONTARIO LIBRARY SERVICE - NORTH

334 Regent St
Sudbury P3C 4E2
General Inquiry (705)675-6467
Toll Free 1-800-461-6348
Toll Free 1-800-461-3508 (Interloan Requests Service)
Toll Free 1-800-663-7226 (Tele-Reference Service)
Fax (705)675-6108
Toll Free Fax 1-800-563-0581 (Tele-Reference Service)
Toll Free Fax 1-800-398-8890 (Interloan Requests Service)
9:00 - 5:00

KIRKLAND LAKE
11 Station Rd S
Kirkland Lake P2N 3H2
General Inquiry (705)567-3341
Toll Free 1-800-461-6348
Fax (705)567-9410
9:00 - 5:00

SUDBURY
334 Regent St
Sudbury P3C 4E2
General Inquiry (705)675-6467
Toll Free 1-800-461-6348
Fax (705)671-2441

THUNDER BAY
910 Victoria Ave E
Thunder Bay P7C 1B4
General Inquiry (807)626-1670
Toll Free 1-800-461-7763
Fax (807)623-4623

SOUTHERN ONTARIO LIBRARY SERVICE OFFICES

Suite 601, 151 Bloor St W
Toronto M5S 1T4
General Inquiry (416)961-1669
Toll Free 1-800-387-5765
Fax (416)961-5122

OTTAWA
Suite 310, 1900 City Park Dr
Gloucester K1J 1A3
General Inquiry (613)742-0707
Toll Free 1-800-267-2758
Fax (613)742-0712

SPORT AND RECREATION BRANCH

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7440
Fax (416)314-7458
Fax (416)314-6301
8:30-4:45

The **Sport** and **Recreation** Branch pursues its core business by: contributing to a strong provincial sport system and the development of athletic achievements in Ontario; encouraging the use of recreation to enhance individual and community quality of life; fostering full involvement of children and **youth** in sport and recreation; and, in collaboration with the ministries of Health, Education, and Training, Colleges and Universities, encouraging physical activity to respond to health risks associated with inactive lifestyles.

Services offered to the Public:
Grants to Sport, Recreation and Fitness Organizations
Sport and Recreation Provincial Programs
Support to Provincial Sport Organizations

ONTARIO SENIORS' SECRETARIAT

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1R3
General Inquiry (416)326-7076
Fax (416)326-7079
8:30 - 5:00

The Ontario **Seniors**' Secretariat assists the Minister Responsible for Seniors to play a lead role in sensitizing government, government-funded agencies and the public to the needs and concerns of Ontario's 1.45 million seniors and to the challenges to government and society posed by a rapidly aging population. The Secretariat also responds to a large volume of requests for information for seniors on a wide range of topics. The Secretariat also influences and supports policy development across all government activities on behalf of Ontario's seniors. It conducts specific policy activities with a multi-ministry focus aimed at improving the lives of Ontario seniors. It interacts with other ministries and other levels of government to identify areas where policy development and coordination can result in improved services for seniors.

ONTARIO WOMEN'S DIRECTORATE

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0247
www.gov.on.ca/owd
8:30 - 5:00

The aim of the Ontario **Women**'s Directorate (OWD) is to help the Government of Ontario to achieve its commitment to economic, legal and social equality for all women in Ontario. Central to our work is the recognition of diversity among women. The OWD, as part of the Ontario government, works with women's groups, community, labour and business organizations, the general public and governments. Our work includes policy development and review, program coordination, consultation and **public education**. OWD core businesses are prevention of violence against women and promotion of women's economic independence.

ADMINISTRATIVE SERVICES UNIT

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0247

The Administrative Services Unit coordinates a variety of financial, personnel, information technology and administrative functions for the Ontario Women's Directorate, provides payment services, maintains the financial and administrative systems, develops financial and administrative standards, reports on financial matters, and liaises with Management Board of Cabinet, Management Board Secretariat, partner ministries, vendors, and the public.

ECONOMIC DEVELOPMENT AND PARTNERSHIPS BRANCH

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0256

The Economic Development and Partnerships Branch (EDP) promotes private and public sector partnerships that encourage **women**'s economic independence and stop **violence**. It administers the Women's Centres Program. The Priority Project **Funding** Program provides **grants** to incorporated, non-profit **community** organizations to support projects that address community **safety** and violence prevention, economic self-sufficiency for women and the transition from crisis to economic independence. The Communications Unit provides a wide range of corporate communications and public **information service**s to support the programs and objectives of the Ontario Women's Directorate.

POLICY AND VIOLENCE PREVENTION BRANCH

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0255

The Policy and **Violence** Prevention Branch works with other ministries, other jurisdictions and community groups in the development and analysis of policies and programs affecting women's economic, legal, and social equality. The branch also works to promote personal safety specifically as it relates to the prevention of violence against women, and coordinates a number of violence prevention initiatives and related funding across government. The Social and Economic Policy Unit provides input to the development and analysis of legislation, policies, programs and services across government affecting women. The Justice and Violence Prevention Unit coordinates the Violence Against Women Prevention Initiatives, and Agenda for Action, and liaises with other ministries, jurisdictions, and partners.

REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45

The Regional and Corporate Services Division provides legal, financial, human resources and administrative services, and advice to the Deputy Minister and program divisions as required, for

the efficient operation of the ministry. It also provides regional support services to the ministry's program areas of culture, citizenship, and sport and recreation. This includes the coordination of specialized systems and technical support, and development and implementation of the ministry's management improvement initiatives. It executes a number of control functions and services as the ministry liaison with Management Board of Cabinet. In addition, it is the centre for organizational development and planning, French language services and workforce planning.

CORPORATE POLICY AND ORGANIZATIONAL PLANNING BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-6600
Fax (416)314-6686
8:30 - 4:30

The Corporate Policy and Organizational Planning Branch is responsible for leading the ministry's business, operational and human resource planning. The branch is also responsible for ministry training and education services. The Organizational Planning Unit leads strategic, business and operational planning activities for the ministry; provides advice, support and leadership in ministry organizational change activities including restructuring and strategic application of technology; and coordinates division and branch level learning services events across the ministry.

CORPORATE POLICY

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6150
Fax (416)314-6566
9:00 - 5:00

The Corporate Policy Unit is responsible for providing leadership, expertise and advice to the minister, senior management and the staff of the Ministry of Citizenship, Culture and Recreation in the areas of corporate policy development, analysis and coordination within the context of government priorities.

HUMAN RESOURCES

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
TTY (416)325-6372
Fax (416)325-6371
8:30 - 4:45

Human Resources performs personnel functions working in an advisory capacity with line managers. It is responsible for human resource policies and procedures, provision of human resources information, health and safety services, employee compensation, position classification, recruitment, organizational design, redeployment, payroll and employee benefit services.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45

The Corporate Resources Branch provides budget planning, accounting and administrative support services. The Accounting and Procurement Unit processes all purchasing and financial transactions

and is responsible for developing and maintaining effective reporting procedures. The Administration and Accommodations Unit provides general office services (mail, print, etc.) and facilities and asset management, forms and records management and Freedom of Information/ Protection of Privacy activities. The Resources Secretariat is responsible for budget analysis and advice and financial planning.

FREEDOM OF INFORMATION/PROTECTION OF PRIVACY UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship, Culture and Recreation. Assistance to the public in locating certain records or processing requests is available from the Freedom of Information/Protection of Privacy Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

Services offered to the Public:
Access to Information

INFORMATION AND INFORMATION TECHNOLOGY BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6296
Fax (416)325-6388

The Information and Information Technology Branch is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Citizenship, Culture and Recreation. Activities and services provided to the ministry include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations, technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00

The Legal Services Branch provides legal services for the Ministry of Citizenship, Culture and Recreation and some of its agencies. Services provided include corporate and commercial law, property law, administrative law, intellectual property law, legislative interpretation and human rights law.

REGIONAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-6685
TTY (416)314-6687
Fax (416)314-6686
8:30 - 5:00

Regional Services coordinates the delivery of the ministry's programs and services at the local and regional level to ministry clients across Ontario in the **citizenship**, culture, **sport** and **recreation** sectors. Regional consultants provide consulting advice and support to **community**-based citizenship, culture, and sport and recreation organizations on building leadership and management skills, developing partnerships, alternative service delivery, and improving organizational sustainability and self-reliance. The Branch's Regional Support Services Unit also coordinates and monitors grant activity for all programs in the ministry and facilitates regional input related to province-wide policy and program development from the ministry's regional offices. The client and stakeholders served by Regional Services include: **First Nations**, municipalities and community-based not-for-profit organizations. It has twenty district offices across the province plus four regional management offices.

CENTRAL AREA

HAMILTON OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7244
Fax (905)521-7621
8:30 - 4:45

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
Toll Free 1-888-883-8969
Toll Free 1-800-705-9434
Toll Free 1-800-308-3162
Fax (705)739-6697
8:30 - 4:45

ST CATHARINES OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3950
Toll Free French 1-800-263-2441
Fax (905)704-3955
8:30 - 4:45

TORONTO OFFICE
West Bldg
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)314-6685
Fax (416)235-4144
8:30 - 4:45

NORTHERN AREA

DRYDEN OFFICE
Ontario Govt Bldg
479 Government Rd
PO Box 3000
Dryden P8N 3B3
Toll Free 1-800-525-8785
Fax (807)223-8502
8:30 - 4:45

KENORA OFFICE
810 Robertson St
Kenora P9N 1X8
General Inquiry (807)468-2450
Toll Free 1-800-465-1108
Fax (807)468-2788
8:30 - 4:45

NORTH BAY OFFICE
1st Flr, 147 McIntyre St W
North Bay P1B 2Y5
General Inquiry (705)494-4182
Fax (705)494-4069
8:30 - 4:45

SAULT STE MARIE OFFICE
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5885
Toll Free 1-800-461-7284 (Within Area Code 705)
Fax (705)945-5931
8:30 - 4:45

SIOUX LOOKOUT OFFICE
62 Queen St
PO Box 267
Sioux Lookout P8T 1A3
Toll Free 1-800-529-6619
Fax (807)737-3379
8:30 - 4:45

SUDBURY OFFICE
Ontario Government Bldg
Suite 401, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3035
Toll Free 1-800-461-4004
Fax (705)564-3043
8:30 - 4:45

THUNDER BAY OFFICE
Suite 334, 435 S James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

TIMMINS OFFICE
Ontario Government Complex
Hwy 101 E
PO Box 3085
South Porcupine P0N 1H0
General Inquiry (705)235-1550
Toll Free 1-800-305-4442
Fax (705)235-1553
8:30 - 4:45

SOUTHEAST AREA

HUNTSVILLE OFFICE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-4448
Fax (705)789-9533 (Accepts Messages for Muskoka District)
8:30 - 4:45

KINGSTON OFFICE
Ontario Government Bldg
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:45

OTTAWA OFFICE
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

PETERBOROUGH OFFICE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629
Fax (705)755-2631
8:30 - 4:45

SOUTHWEST AREA

KITCHENER OFFICE
4th Flr Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6A 1L3
Toll Free 1-800-265-4730
Fax (519)873-4061
8:30 - 4:30

MARKDALE OFFICE
181 Toronto St S
PO Box 496
Markdale N0C 1H0
Toll Free 1-800-265-5520
Fax (519)986-3014
8:30 - 4:30

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
Toll Free 1-800-265-1330
Fax (519)973-1414
8:30 - 4:45

AGENCIES, BOARDS AND COMMISSIONS

ART GALLERY OF ONTARIO

317 Dundas St W
Toronto M5T 1G4
(416)977-8547 (Public Affairs)
(416)977-0414 (General Inquiry/Switchboard)
(416)979-6660 (Automated Switchboard)
(416)979-6648 (Automated Information)
Fax (416)979-6669 (Director's Office)
Fax (416)979-6646 (General)
www.ago.net
9:00 - 5:00

The **Art** Gallery of Ontario (AGO) has a permanent collection of more than 22,000 works representing Canadian, international, **historical**, modern and contemporary art, including the largest international public collection of works by Henry Moore. Visitors may also tour The Grange, a restored historic house adjoining the gallery. The AGO offers a variety of activities such as **tours**, lectures, performances and films, as well as **educationa**l programs for all ages. The gallery operates an outreach program which includes travelling **exhibitions** and artists' workshops to communities throughout Ontario and Canada. Other services provided by the AGO include activity centres (eg. Hands-On), resource centres (e.g., art reference **library**, print and drawing centre), restaurant, retail shop and art rental and sales.

BOARD OF INQUIRY (HUMAN RIGHTS CODE)

2nd Flr, 505 University Ave
Toronto M5G 2P3
General Inquiry (416)314-0004
TTY (416)314-2379
Toll Free 1-800-668-3946
TTY Toll Free 1-800-424-1168
Fax (416)314-8743
9:00 - 5:00

The Board of Inquiry (**Human Rights** Code) is a tribunal established by the Human Rights Code to conduct **hearings** and decide **complaint**s of violations of human rights. By law, it cannot deal with any other kind of issue. Complaints are referred to the Board of Inquiry by the Ontario Human Rights Commission. A tribunal is a quasi-judicial body with decision-making powers. "Quasi-judicial" means that, similar to the courts, tribunals have authority or discretion to decide important issues affecting the rights and obligations of opposing parties. Tribunals' decisions have the effect of imposing serious sanctions or consequences on the parties. The Board of Inquiry (Human Rights Code) encourages parties to participate in voluntary **mediation**. If that is unsuccessful the case is scheduled for a hearing before an adjudicator. At the hearing the adjudicator determines whether a Code right of the complainant has been infringed or not and the appropriate remedy.

Services offered to the Public:
Board of Inquiry (Human Rights Code)

CONSERVATION REVIEW BOARD

2nd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7125
Fax (416)314-7175

The **Conservation** Review Board holds **hearings**, at the request of a **municipal**ity, if owners object to municipal designation of property for **historical** or **architectural conservation**. The board reports its findings to the municipal council. Hearings are also held for **appeal**s on the Minister's designation of **archaeological** or **historic sites** or on the Minister's refusal of archaeological **licence**s.

MCMICHAEL CANADIAN ART COLLECTION

10365 Islington Ave
Kleinburg L0J 1C0
General Inquiry (905)893-1121
Fax (905)893-2588
www.mcmichael.on.ca/

The McMichael Canadian **Art** Collection houses one of the most important collections of Canadian art in the world with a focus on the Group of Seven and their contemporaries, Indian, Inuit and **Metis** art. From the initial gift by Robert and Signe McMichael in 1965 of 200 art works, a log and fieldstone building and 100 acres of land, the McMichael Canadian Collection has expanded to over 4,000 works. It remains the only major art **museum** in Canada devoted exclusively to Canadian art.

ONTARIO ARTS COUNCIL

6th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)961-1660
Toll Free 1-800-387-0058
Fax (416)961-7796
www.arts.on.ca/
9:00 - 5:00

The Ontario **Arts** Council (OAC) was created in 1963. The OAC promotes and assists the development of the arts and artists in Ontario by providing **grants** to Ontario artists and arts organizations to support the production, creation, presentation and distribution of the arts in a broad range of artistic activities and **art** forms, including: arts **education**, community arts development, **dance**, literature, media arts, mime and puppetry, multi-disciplinary arts, **music**, **theatre**, touring, visual arts and crafts, **First Nations** arts activity and Franco-Ontarian arts activity. The OAC provides services to artists and arts organization to help expand their opportunities in today's marketplace. Services include conferences, trade shows and workshops, and advice on artistic distribution, marketing, administrative and fundraising activities.

ONTARIO CULTURAL ATTRACTIONS CORPORATION

151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)969-7421

This is a program of the Ministry of Citizenship, Culture and Recreation administered by the Ontario Cultural Attractions Fund Corporation.

ONTARIO EDUCATIONAL COMMUNICATIONS AUTHORITY (TVONTARIO)

5th Flr, 2180 Yonge St
Box 200 Station Q
Toronto M4T 2T1
General Inquiry (416)484-2600
Toll Free 1-800-613-0513
Fax (416)484-6285 (Audience Relations)
Fax (416)484-6281 (Senior Corporate Counsel)
Fax (416)484-4234
www.tvontario.org

Within the context of the Ontario **Educationa**l Communications Authority Act, the federal **Broadcast**ing Act and its CRTC licences, OECA/OTEO produces and distributes quality educational programs and services to Ontarians on two **television** networks: TVO (**English**-language) and TFO (**French**-language). The mission of OECA/OTEO is to encourage learning and understanding, extend opportunities for individual growth and help Ontarians harness technology for educational purposes, develop the skills they require to successfully participate and compete in a world of rapid change and global challenge. The organization is funded by provincial grants, supplemented by federal grants and contributions from individual viewers and private corporations, as well as revenues from sales of rights to its programs.

ONTARIO FILM DEVELOPMENT CORPORATION

Suite 300, 175 Bloor St E
Toronto M4W 3R8
General Inquiry (416)314-6858
Fax (416)928-0426 (Chair & CineFranco)
Fax (416)314-6876
www.to-ontfilm.com

The Ontario **Film** Development Corporation (OFDC) was established in 1986 to encourage and support the province's independent film and **television** production industry. This is achieved by anchoring production in the province by providing labour based tax credits to eligible film, television and digital effects producers: the Ontario Film and Television Tax Credit, the Ontario Computer Animation and Special Effects Tax Credit and the Ontario Production Services Tax Credit. The tax credits are co-administered with the Minister of Finance. The corporation is also instrumental in attracting **international** producers to Ontario to use the province's location and production facilities. Its **Skills Development** and Marketing Initiatives department provides practical **training** opportunities for emerging Ontario filmmakers.

ONTARIO HERITAGE FOUNDATION

3rd Flr, 10 Adelaide St E
Toronto M5C 1J3
General Inquiry (416)325-5000
Fax (416)314-4930
8:30 - 5:00

The Ontario **Heritage** Foundation (OHF) is dedicated to preserving, protecting and promoting Ontario's heritage for all of us to enjoy now and for others to experience in the future. The foundation manages and, in some cases, restores provincially significant historic **buildings** and their related artifact and **archaeological** collections; provides public access and interpretive programs at its properties; and negotiates and monitors **conservation** easement agreements with owners of both **historical** buildings and natural heritage sites. The foundation also encourages efforts to document and present Ontario's multi-faceted heritage by producing general and technical **publications** and by assisting groups to erect local historical plaques. The Provincial Historical Plaques Program, which commemorates historically significant people, places, events, sites and

structures, is administered by the OHF. Through natural heritage programs, the foundation protects significant natural sites.

ONTARIO HUMAN RIGHTS COMMISSION

The Dundas/Edward Ctr
8th Flr, 180 Dundas St W
Toronto M7A 2R9
(416)314-4532 (Media Inquiries)
(416)314-4500 (General Inquiries (other than complaints) and Requests for Publication)
(416)326-9511 (Complaints, Referrals, General Inquiries within 416 and 905 Area Codes)
TTY (416)314-6526 (Complaints, Referrals, General Inquiries within 416 and 905 Area Codes)
TTY (416)314-4493 (General Inquiries (other than complaints) and Requests for Publication)
Toll Free 1-800-387-9080 (Complaints, Referrals, General Inquiries)
TTY Toll Free 1-800-308-5561 (Complaints, Referrals, General Inquiries)
Fax (416)314-4533 (Media Inquiries)
Fax (416)326-9520 (Complaints, Referrals, General Inquiries)
Fax (416)314-4561 (General Inquiries (other than complaints) and Requests for Publication)
www.ohrc.on.ca
8:30 - 5:00

The Ontario **Human Rights** Commission administers and enforces the Ontario Human Rights Code, which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and **accommodation** without **discrimination** because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, **citizenship**, creed, sex, age, marital status, family status, handicap, record of **offences** (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of investigation, **mediation** and conciliation of **complaint**s and **enforcement**; **public education** and consultation with **employers**, unions, community groups and other stakeholders with a view to reducing prejudice and discrimination; and, **research** into patterns of discrimination.

Services offered to the Public:
Ontario Human Rights Education and Policy Development Consultation
Ontario Human Rights Inquiries

EASTERN REGION

KINGSTON
43 Beechgrove Lane
Kingston K7M 9A6
TTY Toll Free 1-800-267-5755
Fax (613)536-7255
8:30 - 4:30

OTTAWA
Suite 401, 255 Albert St
Ottawa K1P 6A9
TTY (613)232-3909
Fax (613)239-1568

GREATER TORONTO REGION

INQUIRY AND INTAKE OFFICE
The Dundas/Edward Ctr
7th Flr, 180 Dundas St W
Toronto M7A 2R9
(416)326-9511 (Complaints, Referrals, General Inquiries Within Area Codes 416 and 905)
TTY (416)314-6526 (Complaints, Referrals, General Inquiries Within Area Codes 416 and 905)
Toll Free 1-800-387-9080 (Complaints, Referrals, General Inquiries)
TTY Toll Free 1-800-308-5561 (Complaints, Referrals, General Inquiries)
Fax (416)326-9520
8:30 - 5:00

INVESTIGATION OFFICE
The Dundas/Edward Ctr
7th Flr, 180 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-4540
TTY (416)326-6208 (Local Calls)
TTY Toll Free 1-800-309-1129
Fax (416)314-3571
8:30 - 4:30

NORTHERN REGION

SUDBURY
Suite 206, 159 Cedar St
Sudbury P3E 6A5
TTY (705)670-7255
Fax (705)670-7220
8:30-4:30

THUNDER BAY
Suite 337, 435 James St S
Thunder Bay P7E 6E3
General Inquiry (807)475-1572
Fax (807)475-1253
8:30-4:30

TIMMINS
Suite 103, 210 Spruce St S
Timmins P4N 2M5
General Inquiry (705)268-2845
Fax (705)360-2017
8:30-4:30

SOUTHWEST REGION

HAMILTON
The Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8N 4Y7
TTY (905)546-8278
Fax (905)521-7738
8:30 - 4:30

LONDON
Suite 303, 231 Dundas St
London N6A 1H1
TTY (519)661-0544
Fax (519)661-6607
8:30-4:30

WINDSOR
Suite 100, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)973-1318
Fax (519)973-1374
8:30-4:30

ONTARIO SCIENCE CENTRE

770 Don Mills Rd
North York M3C 1T3
General Inquiry (416)429-4100
Fax (416)696-3189 (Exhibit Operations)
Fax (416)696-3181 (Research & Planning)
Fax (416)696-3106 (Facility Services)
Fax (416)696-3197 (Community & Education Programs)
Fax (416)696-3135 (Director General)
Fax (416)696-3166 (Visitor Admission)
Fax (416)696-3221 (Workplace Resources)
Fax (416)696-3167 (Development & International Marketing)
Fax (416)696-3124 (Mailroom)
Fax (416)696-3161 (Marketing)
Fax (416)696-3115 (Design)
www.osc.on.ca

The Ontario **Science** Centre offers over 800 interactive exhibits on topics ranging from the human body to the information highway, from chemistry to sport. Science demonstrations, special events and school programs add to the fun and exciting environment that inspires both adults and children to open their minds to science. New **exhibitions** include Scream Machines: The Science of Roller Coasters, and Masters of the Night: The True Story of Bats (opening in October). The Shoppers Drug MartÆ OMNIMAXÆ Theatre, Ontario's first, features a state-of-the-art 24-metre domed screen with 13,000 watts of digital sound. The theatre's giant wrap-around screen puts viewers right in the middle of a unique and totally involving **film** experience.

ONTARIO TRILLIUM FOUNDATION

5th Flr, 45 Charles St E
Toronto M4Y 1S2
General Inquiry (416)963-4927
Toll Free 1-800-263-2887
Fax (416)963-8781
www.trilliumfoundation.org
8:30 - 5:00

The Ontario Trillium Foundation is a Schedule III agency of the Ministry of Citizenship, Culture and Recreation. Trillium provides funds to **charitable** and not-for-profit organizations that benefit the community. Trillium also delivers, on behalf of the Ministry of Citizenship, Culture and Recreation, the Access Fund and Community Connections.

ROYAL BOTANICAL GARDENS

680 Plains Rd W
Burlington L7T 4H4
General Inquiry (905)527-1158
(905)577-7771 (RBG Auxiliary)
(905)527-1158x273 (Facility Rentals)
(905)527-1158x270 (Public/Education Programs Registration)
(905)527-1158x290 (Corporate Support, Sponsorships)
(905)527-1158x222 (Pappus Editor)
(905)527-5577 (Gardens' Shop)
(905)527-1158x225 (Group Tour Bookings)
(905)527-1158x276 (Nature Interpretive Centre)
(905)527-1158x223 (Festivals/Events Information Hotline - summer)
(905)527-1158x246 (Library)
(905)529-2920 (Gardens' Cafe)
(905)527-1158x229 (Membership Sales and Information/Memorials/Gifts-In-Kind)
Toll Free 1-800-694-4769 (Garden Information Service)
Fax (905)577-0375
Fax (905)527-8734 (Director's Office)
www.rbg.ca
9:00 - 5:00

The Royal Botanical **Gardens** (RBG) is a major scientific and **research** institution located in the Hamilton/Burlington area. In its 2,700 acres, it encompasses formal outdoor gardens, areas of natural heritage significance such as Cootes Paradise, and a Mediterranean Greenhouse featuring exotic flowers and trees. **Tours** and **educationa**l programs are offered providing a wide variety of learning experiences in botanical studies, **horticulture**, natural history, and arts and crafts. Other public services include a **library** specializing in botany and ornamental horticulture in Ontario, **gift shop** and dining facilities open year-round.

ROYAL ONTARIO MUSEUM

100 Queen's Park
Toronto M5S 2C6
General Inquiry (416)586-5549
TTY (416)586-5550
Fax (416)586-5827 (Human Resources)
Fax (416)586-5703 (Membership)
Fax (416)586-5863 (Central)
Fax (416)586-8044 (President and Vice-Presidents)
Fax (416)586-5649 (ROM Foundation)
Fax (416)586-8022 (Marketing Communications)
Fax (416)586-5733 (Board of Trustees)

The Royal Ontario **Museum** (ROM) is the largest museum in Canada, with a collection of over six million artifacts and specimens representing arts, archaeology and natural **science**. Among many highlights, its Chinese collection is one of the finest in the world. The facility also includes the Sigmund Samuel Building, featuring Canadian decorative arts. The ROM offers a variety of activities such as special **exhibitions**, guided **tours**, performances, lectures and films, as well as **education**al programs for all ages. Extensive outreach services feature travelling exhibits, school programs and resource packages, and a speakers' bureau. Other services include specialized **libraries**, **gift shop**s and a café. The museum is open to the public Monday through Sunday 10:00 a.m.- 6:00 p.m. (open until 8:00 p.m. Fridays effective Oct 22/99) and also during Christmas and March Break school holidays. The museum offers Free Friday Nights, 4:30 - 8:00 p.m. and discounted student/seniors admissions.

ROM FOUNDATION

100 Queen's Park
Toronto M5S 2C6
General Inquiry (416)586-5660
Fax (416)586-5649

The ROM Foundation was incorporated as a separate legal entity by the Province of Ontario in 1992. It is governed by an independent Board of Directors. The ROM Foundation coordinates all private-sector fundraising to enhance the **museum**'s programs, collections and research and to ensure the stability and growth of the museum's endowments.

SCIENCE NORTH

100 Ramsey Lake Rd
Sudbury P3E 5S9
General Inquiry (705)522-3701
Fax (705)522-4954 (Administration)
Fax (705)522-1283 (Exhibit)
Fax (705)522-8551 (CEO's Office)
8:30 - 5:00

Science North provides a stimulating bilingual learning program involving people in the relationships between science, **technology** and everyday life, with particular emphasis on the northern environment. It presents participatory exhibits and **education**al science programs through its three floors of interactive activities. Science North attractions include a science centre, IMAX **film** theatre, Virtual Voyages - Motion Simulator, and Big Nickel Mine. School groups participate extensively in the many programs available year-round at Science North. Other services, open daily year-round, include a rock cavern theatre for 3D-films, object theatres, **gift shop** and dining facilities.

ACTS

Archives Act
Art Gallery of Ontario Act
Arts Council Act
Centennial Centre of Science and Technology Act
Community Recreation Centres Act
Foreign Cultural Objects Immunity from Seizure Act
George R. Gardiner Museum of Ceramic Art Act
Human Rights Code
McMichael Canadian Art Collection Act
Ministry of Citizenship and Culture Act
Ministry of Tourism and Recreation Act
Ontario Educational Communications Authority Act
Ontario Heritage Act
Parks Assistance Act
Public Libraries Act
Royal Botanical Gardens Act, 1989
Royal Ontario Museum Act
Science North Act

MINISTRY OF COMMUNITY AND SOCIAL SERVICES

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5666
www.gov.on.ca/CSS

The Ministry of Community and Social Services provides programs and services for: children, adults, physically and developmentally handicapped individuals and those in financial need. The Ministry of Community and Social Services, established in 1930 as the Department of Public Welfare, was formed as a result of the Ross Commission on Public Welfare. The Old Age Pensions, Mother's Allowance and Children's Aid branches, previously administered by the Provincial Secretary and the Unemployment Relief Branch from the Department of Labour, were amalgamated under the new department. In 1967, the name was changed to the Department of Social and Family Services and, in 1972, it became the Ministry of Community and Social Services. In 1974, the ministry acquired the Mental Retardation Program under the Developmental Services Act from the Ministry of Health. The children's services programs were transferred from the Ministries of Health, Correctional Services and the Attorney General.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5200
Fax (416)325-5694 (Secured Fax)

The Communications and Marketing Branch establishes communications and marketing policy for the ministry and develops communications and marketing strategies to ensure that the public and people who rely on the ministry's support are aware of major programs and initiatives. The branch provides communications support to the offices of the Minister and Deputy Minister. Responsibilities include liaison with the media; providing creative services such as artwork and design; producing and distributing news releases, publications and audio-visual materials; preparing speeches for senior executives, directing advertising campaigns and managing responses to correspondence received by the minister on ministry activities.

BRIEFINGS AND ISSUES UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5200
8:30 - 5:00

The Briefings and Issues Unit is responsible for supporting the ministry's issues management process, coordinating social invitations and tours, and preparing information used by the minister in the House.

CORRESPONDENCE UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5191
Fax (416)325-5192
8:30 - 5:00

The Correspondence Unit acts as a communication link between offices of the ministry and senior management by coordinating, editing and distributing correspondence written for the Minister's signature in response to incoming mail.

FRENCH LANGUAGE SERVICES

17th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4014
Fax (416)327-0567

The French Language Services office advises the Deputy Minister and senior management on the provision of French language services within the framework of ministry programs and activities, and monitors the effective delivery of services in French. Policy proposals and implementation plans are formulated to meet ministry obligations under the French Language Services Act. The office also assists divisions and branches with implementation of the Act, liaises with francophone associations regarding the needs and concerns of the Franco-Ontarian community, disseminates information on the availability of ministry services in French, coordinates translation of major documents as required and assists in standardization of bilingual ministry terminology. The office reports to the Deputy Minister's Office for policy and Communications and Marketing Branch for administration.

PUBLISHING, TRANSLATION AND ADMINISTRATION UNIT (PTA)

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5191
Fax (416)325-5192
8:30 - 5:00

The Publishing, Translation and Administration Unit (PTA) is responsible for coordinating and providing creative services, editorial services, desktop publishing and production publications and audio-visual materials. It coordinates internal communications and provides supporting services for visiting delegations and organizes public displays. The unit also provides administrative (finance and human resources) support as well as technological support throughout the branch, as well as Internet maintenance of the ministry's web site.

STRATEGIC COMMUNICATIONS UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5172
8:30 - 5:00

The Strategic Communications Unit provides support throughout the ministry in communications planning and research.

LEGAL SERVICES BRANCH

17th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4900
Fax (416)327-0568

The Legal Services Branch provides legal services to the ministry, including preparation of contracts, provision of legal opinions, appearances at tribunals and court hearings, and the preparation and interpretation of statutes, regulations and other legal documents. The branch is seconded to the Ministry of Community and Social Services by the Ministry of the Attorney General.

ADM INTEGRATED SERVICES FOR CHILDREN

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-2800
Fax (416)325-5615

The Ministries of Community and Social Services, Health, Education, Training, Colleges and Universities, and Citizenship, Culture and Recreation are working together to improve service coordination and integration at the community level. The ADM Integrated Services for Children office is responsible for designing and implementing service delivery strategies that ensure integration. The initial focus will be on children and families at risk.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5595
Fax (416)325-5615

The Business Planning and Corporate Services Division is responsible for providing policy direction and support to the ministry in the areas of administrative services, comprehensive audit and review, corporate policy and intergovernmental affairs, federal/provincial cost-sharing, financial planning and analysis, forms and records management, freedom of information and protection of privacy, "greening" initiatives, human resources and information systems. The division is comprised of five branches: Comprehensive Audit and Investigations; Human Resources (including the broader public sector); Information Systems; Financial Planning and Business Management; and Corporate Policy and Intergovernmental Affairs.

CORPORATE POLICY AND INTERGOVERNMENTAL AFFAIRS BRANCH

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5417
Fax (416)325-5397
8:30 - 5:00

The Corporate Policy and Intergovernmental Affairs Branch provides the ministry with strategic leadership in the areas of Business Planning and Allocations, Corporate Policy development, Policy Coordination and Federal/Provincial Relations. It provides the ministry with the capacity for long term planning and develops strategic policies, provincial or intergovernmental, on issues affecting the social services sector.

CORPORATE POLICY UNIT

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5375
Fax (416)325-5397
8:30 - 5:00

The Corporate Policy Unit leads the ministry's business planning and allocations (BPA) process by developing the overall BPA strategy, including the policy, financial agenda, and performance measures. It develops policy on, and coordinates the ministry's policy response to cross-cutting social policy issues.

INTERGOVERNMENTAL AFFAIRS UNIT

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-9759
8:30 - 5:00

The Intergovernmental Affairs Unit provides leadership and develops policies for the ministry on federal/provincial issues.

FINANCIAL PLANNING AND BUSINESS MANAGEMENT BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125

The Financial Planning and Business Management Branch is responsible for analyzing and evaluating the financial and resource implications of ministry programs; coordinating estimates preparation and multi-year financial planning; providing financial management services to ministry branches; coordinating better business practices; processing of all financial transactions, including financial administration policy; banking, expenditure payments, revenue, electronic funds transfers, financial reporting, ministry financial systems; and financial planning for the ministry and liaising with the Ministry of Finance.

PROGRAM SUPPORT AND ANALYSIS SECTION

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125

The Program Support and Analysis Section is responsible for analyzing and evaluating the financial and resource implications of ministry programs.

HUMAN RESOURCES BRANCH

23rd Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561
8:30 - 5:00

The Human Resources Branch supports the implementation of corporate initiatives and the ministry's core businesses and policy priorities by providing senior management, corporate office and field staff with comprehensive human resources advice, policy direction, strategic planning, and interpretation of the collective agreement.

BUSINESS PLANNING UNIT

23rd Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561

The Business Planning Unit provides workforce policy and planning advice and organizational design services; employment transition support and advice, including management of the Employment Transition Support and advice, including management of the Employee Transition Support Fund; staffing and benefits policy and administration; human resources management information system support; and accommodation and facilities management services.

EMPLOYEE RELATIONS UNIT

23rd Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561

The Employee Relations Unit works within the areas of employee relations, Occupational Health and Safety, Workers' Compensation, Workplace Discrimination and Harassment Prevention and employee accommodation services; to develop policies and guidelines in compliance with labour legislation; to interpret and assist with labour legislation; to interpret and assist with the administration of existing policies, procedures and collective agreements; manages ministry's Broader Public Sector Secretariat.

HUMAN RESOURCES OPERATIONS UNIT

23rd Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561

The Human Resources Operations Unit provides operational human resources services to line management including staffing, classification, employee benefits and coordination of training programs for corporate office branches; human resources field coordination; CORPAY support and human resources services for the senior management group.

INFORMATION SYSTEMS BRANCH

12th Flr, 5140 Yonge St
North York M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-0457

The Information Systems Branch is responsible for the development, implementation, operations, and support of the ministry's enterprise systems across several technology platforms (desktop and mainframe servers) appropriate to the ministry's structure.

MANAGEMENT INFORMATION AND PLANNING UNIT

11th Flr, 5140 Yonge St
North York M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-0307

The Management Information and Planning Unit is responsible for: strategic planning for ministry data and technology initiatives, quality assurance for systems development; the ministry's Forms and Records Section; the ministry's Freedom of Information and Protection of Privacy Section; and the branch's Finance Section.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY SECTION

11th Flr, 5140 Yonge St
North York M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-0307

The Freedom of Information and Protection of Privacy Section provides program support to ministry staff administering the Freedom of Information and Protection of Privacy Act (FIPPA).

RECORDS AND FORMS SECTION

11th Flr, 5140 Yonge St
Toronto M2N 6L7
Fax (416)327-0307

The Records and Forms Section provides program support to ministry staff administering records and forms management.

OPERATIONS AND SUPPORT UNIT

12th Flr, 5140 Yonge St
North York M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-1517

The Operations and Support Unit is responsible for hardware and software support for the ministry, ministry local and wide-area network support, ongoing operations and ministry voice and telecommunications systems.

SOCIAL ASSISTANCE AND EMPLOYMENT UNIT

11th Flr, 5140 Yonge St
North York M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-1848

The Social Assistance and Employment Unit provides support to the ministry's income maintenance and employment computer systems. The unit provides hotline support to users and is responsible for maintenance and enhancements of the systems.

INTERNAL AUDIT SERVICES

30th Flr, 2 Bloor St W
Toronto M4W 3V5
General Inquiry (416)314-8920
Fax (416)314-3605
8:30 - 5:00

Internal Audit Services provides reasonable assurance that the core business goals and objectives of the ministry are met with due regard for controllership, value for money, the safeguard of public assets, and the security and safety of the workforce. This is accomplished through selected, risk-based independent review of the operations of the ministry, its transfer payment and scheduled agencies, boards and commissions, and through up-front audit advice and consultation services, educational services and special investigations as required.

CHILDREN'S SECRETARIAT

6th Flr Suite 601, 1075 Bay St
Toronto M7A 1R3
General Inquiry (416)325-0054
Fax (416)326-3793

The **Children**'s Secretariat promotes a unified and coordinated approach to services and supports that champion the healthy growth and development of Ontario's children. The secretariat's activities include assessing the impacts of government policy on children; developing solutions to address children's issues across government; providing **families** with access to information about the services and resources available to them; advising Ontario's policy and program development for children; encouraging early investments in children's development to improve their success later in life; mobilizing partners in the public, private, voluntary, and community sectors to work together for Ontario's children.

CHILDREN, FAMILY AND COMMUNITY SERVICES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5607
Fax (416)325-5615

The Children, Family and **Community** Services Division is responsible for the development and design of policies for child care, children's services, community services and the aboriginal healing and wellness strategy. The division includes the Child Care and Community Services Branch, the Children's Services Branch, the Community Services Unit and the Aboriginal Healing and Wellness Strategy Unit.

ABORIGINAL HEALING AND WELLNESS STRATEGY UNIT

2nd Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-6905
Fax (416)326-7934

The **Aboriginal** Healing and Wellness Strategy (AHWS) Unit is a comprehensive approach to addressing both family **violence** and **health** issues in Aboriginal communities. Programs offered through AHWS are **women**'s shelters, health clinics, crisis intervention, education and prevention, **youth** treatment and other community-based initiatives. The common intent of all these programs is to enable individuals, **families** and communities to become strong, healthy and self-reliant. Phase one of the strategy concludes March 1999.

CHILD CARE AND COMMUNITY SERVICES BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)327-5349

The Child Care and Community Services Branch is responsible for policy development and program design for the program area of child care service delivery and policy development, program design and implementation planning for the program area of community-based services for adults and children.

Services offered to the Public:
Child Care

CHILD CARE UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349

The **Child Care** Unit is responsible for policy development and program design to facilitate service delivery through ministry area offices. Area offices allocate **funding**, as well as monitor and license centre-based and home child care programs under the Day **Nurseries** Act. Licensed centre-based care is provided by non-profit and private operators in a variety of settings (schools, churches, public buildings, etc.). Licensed home child care agencies recruit and train home child care providers who provide care in their homes and monitor child care arrangements. Licensed home child care programs are offered by non-profit community boards of directors, for-profit operators, municipalities and colleges. The ministry provides funding for: child care fee **subsidies** to **families** in need; wage subsidies to improve staff salaries and provider compensation levels; special needs resourcing; and child care centres. This funding is cost-shared on an 80:20 basis between the province and municipalities.

COMMUNITY SERVICES UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4950
Fax (416)327-0570

Community Services Unit is responsible for policy development, program design and implementation planning of community-based services for adults and **families**. It liaises with other units, governments and non-ministry providers. Areas of policy/program responsibility include: **Violence** Against **Women** Prevention Program, which supports women who are **victim**s of violence and their families (shelters, crisis telephone lines, emergency transportation and community-based **counselling**); Supportive **Housing**, which provides funding to agencies providing permanent living arrangements for people with special needs who would otherwise be unable to live independently in non-profit social housing; Interpreter/Intervenor Services to assist **deaf** and deaf/blind individuals to live in the community; Aboriginal Services, corporate support for policy and implementation process for services to Aboriginal communities, federal liaison and interministry coordination, Aboriginal Healing and Wellness Strategy.

CHILDREN'S SERVICES BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5315
Fax (416)325-5349

The **Children**'s Services Branch develops policies and programs for services under the Child and Family Services Act, 1984, including: services for **native** people; **licensing** of children's residential care facilities; confidentiality of and access to records; use of extraordinary measures; **young offender** services; child **welfare** services; and treatment, intervention and primary **abuse** prevention services. Child Welfare Services are provided through Children's Aid Societies (CASs). Services include support, **counselling** and supervision of children and **families** in their homes, and placement and care of children in **foster** and **adoption** homes or in children's residences, by agreement with the family or by court order. Child Treatment Services, by or under the supervision of psychiatrists for severely disturbed children, may be provided through ministry-operated facilities or approved agencies in residential or non-residential programs, and usually in association with other helping professionals.

Services offered to the Public:
Child Welfare
Child and Family Intervention
Community Support Services
Young Offender Services

OFFICE OF POLICY AND ORGANIZATION RENEWAL (OPOR)

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
Fax (416)325-5615

The mandate of the Office of Policy and Organization Renewal is to strengthen the ministry's strategic policy and planning capacity, achieve policy coherence; and improve the integration of policy, communications and finance and to provide ongoing assessment of overall organizational capacity and effect appropriate change management strategies.

PROGRAM MANAGEMENT DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5581
Fax (416)325-5432
8:30 - 5:00

The Program Management Division (PMD) is responsible for the delivery of programs and services of the ministry. PMD consists of: 9 Regional Offices; 3 Schedule 1 Facilities for people with developmental disabilities; Management Support Branch (MSB); Developmental Services Branch (DSB); and the Office of Child and Family Service Advocacy. MSB coordinates management functions which: provide decision-making support to the ADM; coordinate operational support to Regional Offices and connect them to corporate activities; provide input to policy branches; and deliver province-wide services, such as adoptions. DSB is responsible for policy, program design, implementation plans and operational support for all services to people with developmental disabilities. DSB has responsibility for direct operation of the 3 schedule 1 facilities. The Office

of Child and Family Service Advocacy is responsible for protecting the rights and interests of children and youth.

DEVELOPMENTAL SERVICES BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4954
Fax (416)325-5554

The Developmental Services Branch is responsible for identification and development of policy in the area of developmental services, support to program delivery at the Area Office level and management of 5 directly operated Schedule 1 facilities for people with developmental **disabilities**. The branch provides leadership in the area of developmental services, working with other ministries in the provincial government, other levels of government and service delivery agents.

FACILITIES FOR PEOPLE WITH A DEVELOPMENTAL DISABILITY

Residential, treatment and **training** programs and services for **developmentally disabled** persons are delivered through 5 provincially operated (Schedule 1) facilities. The Facilities for People with a Developmental Disability are currently involved in a downsizing and closure initiative. Two facilities will close by March 1999. The other three facilities will reduce their combined population by 550 residents. Residents now residing in these facilities are being provided with opportunities to live within the community. Facilities directly operated by the ministry, showing a closure date where appropriate are: The Adult Occupational Centre in Edgar (1999); The Huronia Regional Centre in Orillia; The Southwestern Regional Centre in Blenheim; Prince Edward Heights in Picton (1999) and Rideau Regional Centre in Smith's Falls.

ADULT OCCUPATIONAL CENTRE - EDGAR
700 Memorial Ave
PO Box 1000
Orillia L3V 6L2
Administration Office Huronia Regional Centre
700 Memorial Ave
PO Box 1000
Orillia L3V 6L2
General Inquiry (705)326-7361x2740
8:30 - 4:30

HURONIA REGIONAL CENTRE - ORILLIA
700 Memorial Ave
PO Box 1000
Orillia L3V 6L2
General Inquiry (705)326-7361
Fax (705)326-5269 (Administration)
Fax (705)326-2606 (Purchasing)
Fax (705)326-3445 (Human Resources)
8:15 - 4:30

RIDEAU REGIONAL CENTRE - SMITHS FALLS
PO Box 2000
Smiths Falls K7A 4T7
General Inquiry (613)284-0123
Fax (613)284-2753 (Manager, Buildings & Plant)
Fax (613)284-0361 (Manager, Material Services)
Fax (613)283-3463 (Administrator)
Fax (613)284-0279 (Director, Client Services - Clinical Lead)
Fax (613)284-8068 (Director, Employee Services)
8:15 - 4:30

SOUTHWESTERN REGIONAL CENTRE
RR 1
Blenheim N0P 1A0
General Inquiry (519)676-5431
General Inquiry (519)676-6000
Fax (519)676-5836
24 Hours

MANAGEMENT SUPPORT BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
Fax (416)325-5500
8:30 - 5:00

The Management Support Branch is the focal point for the collection and distribution of information between field offices and head office. The branch ensures that field office activity is consistent with ministry priorities. The branch provides delivery of some province-wide services, where branch staff support the management of ministry programs and resources by working with program staff in area offices. The branch includes the following units: coordination of child care and community services; children's services; social assistance and **employment**; human resources; finance and information technology; organizational development; chaplaincy services; adoptions; adoption disclosure; private and international adoptions; child abuse register; crown ward reviews; and administration support to boards and commissions.

CENTRAL SERVICES UNIT

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)327-0573
8:30 - 4:45

The Central Services Unit provides provincial management/coordination of direct services as legislated by the Child & Family Services Act pertaining to **Adoption** (Private and International), Adoption Disclosure, **Crown Ward** Review, Child Abuse Register, maintenance and retention of adoption and Crown Ward **records**, Chaplaincy Services and support to 3 Boards (Child & Family Services Review, Custody Review and Soldier's Aid Commission).

Services offered to the Public:
Adoptions Disclosure Register
Child Abuse Register
Youth Corrections Program

ADOPTION DISCLOSURE SECTION

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)327-0573
8:30 - 5:00

The **Adoption** Disclosure Section provides a mechanism and process for the sharing of non-identifying and identifying information to adults who were adopted in Ontario and specific birth relatives.

CHAPLAINCY SERVICES ONTARIO

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)326-6867
8:30 - 5:00

Chaplaincy Services Ontario, through its structure and relationship to Government and the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC), coordinates and develops effective spiritual and religious care in Schedule I facilities, and where requested or appropriate, in community programs and/or transfer payment agencies.

CHAPLAINCY SERVICES, ADULT CORRECTIONS
2nd Flr, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
Fax (705)737-5141
8:30 - 5:00

CHAPLAINCY SERVICES, LONG TERM CARE AND MENTAL HEALTH
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)326-6859
Fax (416)326-6867
8:30 - 5:00

CHAPLAINCY SERVICES, YOUNG OFFENDERS, DEVELOPMENTAL SERVICES AND THE CSO/OMCSRC RESOURCE CENTRE
Suite 1, 3570 King St E
Kitchener N2A 2W1
General Inquiry (519)894-8309
Fax (519)894-8330
8:30 - 5:00

NORTHEASTERN ONTARIO
Suite 603, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
Fax (705)564-3153
8:30 - 5:00

NORTHWESTERN ONTARIO
Suite 218, 105 May St N
Thunder Bay P7C 3N9
General Inquiry (807)622-3811
Fax (807)622-3686

SOUTHERN AND EASTERN ONTARIO
879 Princess St
Kingston K7L 1G7
Toll Free 1-800-667-1062
Fax (613)548-6774
8:30 - 5:00

WESTERN ONTARIO
600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)473-6417
Fax (519)473-0411
8:30 - 5:00

CHILD ABUSE REGISTER SECTION

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4680
Fax (416)326-5359
8:30 - 4:45

The Child **Abuse** Register protects the best interests of the **children** by maintaining **records** of verified abuse cases and sharing information with Children's Aid Societies (CAS) investigating reported cases of abuse.

CHILD WELFARE REVIEW UNIT

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)326-5339
8:30 - 5:00

The Child **Welfare** Review Unit ensures the well being of the province's wards by annually reviewing case records and interviewing **children**.

PRIVATE AND INTERNATIONAL ADOPTIONS SECTION

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)325-9630
Fax (416)327-0573
8:30 - 5:00

The Private and **International Adoption**s Section monitors and regulates the Ontario system of private and international adoption for the benefit of **children**, birth parents and adoptive parents.

CHILD CARE AND COMMUNITY SERVICES UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
Fax (416)325-5500
8:30 - 5:00

The Child Care and Community Services Unit is responsible for providing program support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

CHILDREN'S SERVICES UNIT

25th Flr, 2 Bloor St W
Toronto M7A 1E9
Fax (416)325-1963
8:30 - 5:00

The Children's Services Unit is responsible for providing children's services support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

FINANCE, INFORMATION AND TECHNOLOGY UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
Fax (416)325-9631
8:30 - 5:00

The Finance, Information and Technology Unit coordinates information requests, supports information and technology planning and implementation and analyses the financial impact of program decisions on the Program Management Division.

HUMAN RESOURCES UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
Fax (416)325-5500
8:30 - 5:00

The Human Resources Unit provides leadership and strategic management of human resources for the Program Management Division. Strategic advice and coordination is provided to support the Assistant Deputy Minister, Program Management Division, as well as the corporate offices, area offices and facilities within the division.

ORGANIZATIONAL DEVELOPMENT UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5560
Fax (416)325-5500
8:30 - 5:00

The Organizational Development Unit provides organizational support within the Program Management Division on cross-cutting issues and support to divisional decision-makers.

SOCIAL ASSISTANCE AND EMPLOYMENT UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5543
Fax (416)325-9631
8:30 - 5:00

The Social Assistance and Employment Unit is responsible for providing program support and training within the Program Management Division, identifying and resolving issues and monitoring program delivery.

PROVINCIAL TRAINING FOR SOCIAL ASSISTANCE SECTION

25th Flr Suite 2506, 2 Bloor St W
Toronto M7A 1E9
For Courier Packages Only
25th Flr Suite 2506, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)325-5472
Fax (416)325-9118
8:30 - 5:00

The Provincial Training For **Social Assistance** Section is responsible for provincial coordination and management of training product development and delivery to support the Social Assistance and Employment programs. Support and consultation is provided across other programs dependent upon the need and time availability. Our customers include provincial, **municipal**, First Nation staff and management.

OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY (ADVOCACY OFFICE)

2nd Flr, 2195 Yonge St
Toronto M7A 1G2
General Inquiry (416)325-5669
Other 1-800-855-0511 (Bell Relay Service - BRS)
TTY (416)325-9756 (Bell Relay Service)
Toll Free 1-800-263-2841
Fax (416)325-5681
Advocacy@Idirect.com
8:30 - 4:45

The Office of Child and Family Service Advocacy (Advocacy Office) protects the rights and interests of **children**, **youth** and **families** receiving or seeking services provided by the Ministry of Community and Social Services, Ministry of Solicitor General and Correctional Services (**Young Offender**s Phase 2), Ministry of Education and Training (residential schools). Advocates mediate **complaints**, negotiate with service providers, government officials in the community; identify systemic problems affecting youth; advise ministries of gaps in service delivery.

Services offered to the Public:
Office of Child and Family Service Advocacy

REGIONAL OFFICES

CENTRAL EAST REGIONAL OFFICE - BARRIE

2nd Flr, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-5142 (Area Manager/Fin & Admin, HR, Probation 2nd Flr)
Fax (705)737-5141 (Community Programs 2nd Flr)
Fax (705)737-4197 (Income Maintenance/ Vocational Rehabilitation 1st Flr)
8:30 - 4:30

INCOME MAINTENANCE (SIMCOE COUNTY)
1st Flr, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
8:30 - 4:30

LOCAL OFFICES

AURORA - COMMUNITY PROGRAMS
15483 Yonge St
Aurora L4G 1P3
General Inquiry (905)727-3156
Fax (905)841-1220
Fax (905)727-4329
8:30 - 4:30

AURORA - DIRECT SERVICES
15483 Yonge St
Aurora L4G 1P3
General Inquiry (905)727-3156
8:30 - 4:30

AURORA - INCOME MAINTENANCE
15483 Yonge St
Aurora L4G 1P3
General Inquiry (905)727-3156
TTY (905)727-6927
Fax (905)841-1220
Fax (905)727-4329
8:30 - 4:30

AURORA - PROBATION SERVICES
15483 Yonge St
Aurora L4G 1P3
General Inquiry (905)727-3156
8:30 - 4:30

AURORA - VOCATIONAL REHABILITATION SERVICES
15483 Yonge St
Aurora L4G 1P3
General Inquiry (905)727-3156
8:30 - 4:30

BARRIE - PROBATION
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
8:30 - 4:30

COLLINGWOOD - INCOME MAINTENANCE
590 Cameron St
Collingwood L9Y 2J3
General Inquiry (705)445-4461
Fax (705)445-1864
8:30 - 4:30

COLLINGWOOD - PROBATION
Unit 6, 590 Cameron St
Collingwood L9Y 2J3
General Inquiry (705)445-3301
8:30 - 4:30

ORILLIA - INCOME MAINTENANCE
Huronia Regional Centre Cottage C
700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 4:30

ORILLIA - PROBATION
Huronia Regional Centre Cottage C
700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
8:30 - 4:30

ORILLIA - VOCATIONAL REHABILITATION SERVICES
Huronia Regional Centre Cottage C
700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
8:30 - 4:30

PETERBOROUGH LOCAL OFFICE
178 Charlotte St
Peterborough K9J 2T8
General Inquiry (705)742-9292
TTY (705)742-7507
Fax (705)743-7998

LOCAL OFFICES

LINDSAY
Ontario Government Bldg
2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
Toll Free 1-800-565-3354
Fax (705)324-5244

PETERBOROUGH
178 Charlotte St
Peterborough K9J 2T8
(705)742-9292 (Automated Switchboard)
TTY (705)742-7507
Toll Free 1-800-663-8560
Fax (705)743-7998

PORT HOPE
138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-7205
TTY (905)885-9269
Fax (905)885-4843

WHITBY
1400 Hopkins St
Whitby L1N 2C3
TTY (905)665-1030 (General Inquiry)
Fax (905)665-1050

INCOME MAINTENANCE UNIT
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)576-9001

PROBATION AND COMMUNITY SERVICES OFFICES

AJAX
Unit 13, 467 Westney Rd S
Ajax L1S 6V8
General Inquiry (905)683-1250
8:30-4:45

LINDSAY
322 Kent St W
PO Box 7000
Lindsay K9V 5E5
General Inquiry (705)324-6128
Fax (705)324-5244

PETERBOROUGH
178 Charlotte St
Peterborough K9J 2T8
General Inquiry (705)742-9292
TTY (705)742-7507
Fax (705)743-7998

PORT HOPE
138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-9263
TTY (905)885-9269
Fax (905)885-4843

WHITBY
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030

VOCATIONAL REHABILITATION SERVICES
1st Flr, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
8:30 - 4:30

CENTRAL WEST REGIONAL OFFICE - MISSISSAUGA
2nd Flr Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3100
Toll Free 1-800-361-9897
Fax (905)896-0206
8:30 - 5:00

EMPLOYMENT SUPPORT PROGRAM
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3100
TTY (905)897-3162
Toll Free 1-800-361-0897
Fax (905)897-0417
8:30 - 5:00

LOCAL OFFICES

BURLINGTON - ONTARIO DISABILITY SUPPORT PROGRAM
Burlington Resource Centre
John St Entrance, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)637-4500
(905)637-4500x4509 (Systems Room)
(905)637-4500x4618 (Terminal Room)
TTY (905)681-0720
Toll Free 1-800-567-6388
Toll Free French 1-800-361-0897
Fax (905)681-0422

ORANGEVILLE (DUFFERIN COUNTY)
51 Zina St
Orangeville L9W 1E5
General Inquiry (519)942-4859
Toll Free 1-800-567-4138
Fax (519)941-4565
8:30 - 5:00

WATERLOO LOCAL OFFICE
Waterloo Town Square
5th Flr, 75 King St S
Waterloo N2J 1P2
General Inquiry (519)886-4700x213
(519)886-4222x213 (Voicemail System)
TTY (519)886-8304
Toll Free 1-800-441-9820 (Province-Wide)
Fax (519)885-1580 (5th Flr - HR, OAM, Community Programs; Finance, Admin & Systems Unit)
Fax (519)886-8997 (4th Flr - Probation, ODSP, VRS)
8:30 - 4:45

LOCAL OFFICES

CAMBRIDGE
150 Main St
Cambridge N1R 8H6
General Inquiry (519)623-1230
TTY (519)623-6593
Fax (519)623-4752
8:30 - 4:30

GUELPH
Wellington Plaza
86 Gordon St
Guelph N1H 4H6
General Inquiry (519)822-7500
(519)822-8330 (Voicemail System)
TTY (519)822-1561
Toll Free 1-800-833-9951 (Province-Wide)
Fax (519)837-0789
8:30 - 4:45

OWEN SOUND COMMUNITY SERVICES UNIT
2nd Flr, 945 3rd Ave E
PO Box 697
Owen Sound N4K 5R4
General Inquiry (519)376-1951
(519)376-8191 (Voicemail System)
Toll Free 1-800-567-8929 (Province-Wide)
Fax (519)376-4254
8:30 - 4:45

OWEN SOUND ODSP/PROBATION/VRS
1st Flr, 945 3rd Ave E
PO Box 697
Owen Sound N4K 5R4
General Inquiry (519)376-1951
(519)376-8191 (Voicemail System)
TTY (519)376-3307
Toll Free 1-800-567-8929 (Province-Wide)
Fax (519)376-4544
8:30 - 4:45

ONTARIO DISABILITY SUPPORT PROGRAM
Waterloo Town Square
4th Flr, 75 King St S
Waterloo N2J 1P2
General Inquiry (519)886-4700
(519)886-4222 (Voicemail System)
TTY (519)886-8304
Toll Free 1-800-441-9820 (Province-Wide)
Fax (519)886-8997
8:30 - 4:45

PROBATION UNIT
Waterloo Square
4th Flr, 75 King St S
Waterloo N2J 1P2
General Inquiry (519)886-4700
(519)886-4222 (Voicemail System)
TTY (519)886-8304
Toll Free 1-800-441-9820 (Province-Wide)
Fax (519)886-8997
8:30 - 4:45

VOCATIONAL REHABILITATION SERVICES
Waterloo Square
4th Flr, 75 King St S
Waterloo N2J 1P2
General Inquiry (519)886-4700
(519)886-4222 (Voicemail System)
TTY (519)886-8304
Toll Free 1-800-441-9820 (Province-Wide)
Fax (519)886-8997
8:30 - 4:45

ONTARIO DISABILITY SUPPORT PROGRAM - MISSISSAUGA/BRAMPTON/ ORANGEVILLE
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3100
TTY (905)897-3109
Toll Free 1-800-361-0897
Fax (905)897-5129
8:45 - 5:00

PROBATION (YOUNG OFFENDER)

BRAMPTON
404-201 County Court Blvd
Brampton L6W 4L2
General Inquiry (905)456-3430
Toll Free 1-800-701-2814
Fax (905)874-4016
8:30 - 5:00

BURLINGTON
Unit 606-607, 2319 Fairview St
Burlington L7R 2E3
General Inquiry (905)639-5371
TTY (905)639-3304
Toll Free 1-800-461-5876
Fax (905)639-3415
8:30 - 5:00

MALTON
L L 19, 7205 Goreway Dr
Malton L4T 2T9
General Inquiry (905)677-8546
Fax (905)677-2039
8:30 - 5:00

MISSISSAUGA
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3148
Toll Free 1-800-361-0897
Fax (905)897-0925
8:30 - 5:00

OAKVILLE
c/o Halton CAS
1st Flr, 465 Morden Rd
Oakville L6K 3W6
General Inquiry (905)842-3565
Toll Free 1-800-665-9431
Fax (905)842-0218
8:30 - 5:00

ORANGEVILLE (DUFFERIN COUNTY)
c/o Provincial Court
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)942-1771
Fax (519)942-3035
8:30 - 5:00

SYL APPS YOUTH CENTRE
475 Iroquois Shore Rd
Oakville L6H 1M3
General Inquiry (905)844-4110
Fax (905)844-1275

EASTERN REGIONAL OFFICE - OTTAWA
2nd 3rd 4th 5th 6th and 7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959 (Family Benefits Allowance)
TTY (613)787-5264 (Vocational Rehabilitation Services)
Toll Free 1-800-267-5111
Fax (613)787-6001 (HR, 2nd Flr)
Fax (613)787-4096 (Family Benefits Allowance, 5th Flr)
Fax (613)787-3262 (CVP)
Fax (613)787-2382 (Eligibility Review, 3rd Flr)
Fax (613)787-4090 (6th Flr)
Fax (613)787-1223 (Parental Support, 8th Flr 170 Laurier Ave W)
Fax (613)787-3990 (7th Flr)
Fax (613)787-5291 (VRS & Child Care, 4th Flr)
8:30 - 4:30

COMMUNITY SERVICES (SECTION I)
7th Flr, 10 Rideau St
Ottawa K1N 9J1
Toll Free 1-800-267-5111
Fax (613)787-3990
8:30 - 4:30

COMMUNITY SERVICES (SECTION II)
7th Flr, 10 Rideau St
Ottawa K1N 9J1
Toll Free 1-800-267-5111
Fax (613)787-3990
8:30 - 4:30

SPECIAL SERVICES AT HOME - DUFFERIN/HALTON/PEEL
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3147
TTY (905)897-3162
Toll Free 1-800-361-0897
Fax (905)897-0417
8:30 - 5:00

THISTLETOWN REGIONAL CENTRE FOR CHILDREN AND ADOLESCENTS
51 Panorama Court
Etobicoke M9V 4L8
(416)326-0600 (Switchboard)
Fax (416)326-9078
8:30 - 5:00

CHILD CARE UNIT
4th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)787-5281
Toll Free 1-800-667-6190
Fax (613)787-5291
8:30 - 4:30

DIRECT SERVICES
5th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)787-3961
(613)236-7755 (ODSP Intake Line)
8:30 - 4:30

FAMILY BENEFITS ELIGIBILITY REVIEW UNIT
5th Flr, 10 Rideau St
Ottawa K1N 9J1
Toll Free 1-800-267-5111
Fax (613)788-2382
8:30 - 4:30

HOLISTIC INTAKE FOR SOCIAL SERVICES
3rd Flr, 370 Catherine St
Ottawa K1N 5T5
General Inquiry (613)560-1399
Fax (613)236-0270
8:30 - 4:30

ONTARIO DISABILITY SUPPORT PROGRAM - EMPLOYMENT SUPPORT
4th Flr, 10 Rideau St
Ottawa K1N 9J1
TTY (613)787-3959 (Income Maintenance)
Toll Free (613)267-5111 (Income Maintenance)
Toll Free 1-800-667-6190
Fax (613)787-4096 (Income Maintenance)
Fax (613)787-5291
8:30 - 4:30

LOCAL OFFICES

CORNWALL LOCAL OFFICE
3rd Flr, 4 Montreal Rd
Cornwall K6H 1B1
General Inquiry (613)932-3381
Toll Free 1-800-565-5374
Fax (613)933-0354 (3rd Flr FBA)
Fax (613)932-1597 (2nd Flr VRS/Special Services at Home/Administration)
8:30 - 4:30

HAWKESBURY LOCAL OFFICE
692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-1171
Toll Free 1-800-565-4431
Fax (613)632-6805
8:30 - 4:30

PEMBROKE LOCAL OFFICE
3rd Flr, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)735-1073
TTY (613)735-7005
Fax (613)735-6256
8:30 - 4:30

BARRY'S BAY SATELLITE OFFICE
Renfrew County Health Unit
6 Dunne St
PO Box 40
Barry's Bay K0J 2B0
General Inquiry (613)756-3506
8:30 - 4:30

RENFREW SUB OFFICE
357 Raglan St S
Renfrew K7V 1R6
General Inquiry (613)432-4886
TTY (613)432-8584
Toll Free 1-800-267-5872
Fax (613)432-9872
8:30 - 4:30

PROBATION AND COMMUNITY SERVICES OFFICES

CORNWALL
Suite 301, 4 Montreal Rd
Cornwall K6H 1B1
General Inquiry (613)938-1581
Fax (613)938-5052
8:30 - 4:30

HAWKESBURY
692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-1172
Fax (613)632-6805
8:30 - 4:30

OTTAWA
1980 Ogilvie Rd
PO Box 175
Gloucester K1J 9L3
General Inquiry (613)742-0722
Fax (613)742-0721
8:30 - 4:30

PEMBROKE
2nd Flr, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)735-1073
Fax (613)735-6256
8:30 - 4:30

WILLIAM E HAY CENTRE
3000 Hawthorne Rd
Ottawa K1G 5Y3
General Inquiry (613)738-7776
TTY (613)738-3823
Fax (613)738-7909
8:30 - 4:30

HAMILTON/NIAGARA REGIONAL OFFICE - HAMILTON
Ellen Fairclough Bldg
Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7280
(905)521-7319 (FINANCE & ADMINISTRATION)
TTY (905)546-8276
Fax (905)521-7442 (Finance & Administration/Systems)
Fax (905)546-8277 (Regional Director & Social Assistance Programs Unit)
Fax (905)521-7565 (Probation/Employment Supports)
Fax (905)546-8284 (Income Support)
Fax (905)521-7736 (Human Resources Unit)
Fax (905)546-8247 (Community Programs Unit)
8:15 - 4:30

LOCAL OFFICES

BRANTFORD - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
3rd Flr, 38 Darling St
Brantford N3T 6A8
General Inquiry (519)756-5790x303 (Employment Supports)
(519)756-5790 (Income Support)
TTY (519)756-3693
Fax (519)756-2320
8:15 - 4:30

HAMILTON - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
Ellen Fairclough Bldg
Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7280
(905)521-7549 (Employment Supports)
TTY (905)546-8276
Fax (905)521-7565 (Probation/Employment Supports)
Fax (905)546-8284 (Income Support)
Fax (905)546-8277 (Regional Director & Social Assistance Programs Unit)
8:15 - 4:30

SIMCOE - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORT
25 Kent St N
Simcoe N3Y 3S1
General Inquiry (519)426-9350
TTY (519)426-0351
Toll Free 1-800-265-8071
Fax (519)426-7909

ST CATHARINES - ODSP OFFICE - INCOME MAINTENANCE AND EMPLOYMENT SUPPORTS
5th Flr, 110 James St
PO Box 176
St Catharines L2R 6S4
(905)688-3022 (Income Support)
(905)688-3022 (Employment Supports)
TTY (905)688-3022
Toll Free 1-800-263-5413
Fax (905)688-2904
8:15 - 4:30

PROBATION AND COMMUNITY SERVICES OFFICES

BRANTFORD
3rd Flr, 38 Darling St
Brantford N3T 6A8
General Inquiry (519)756-5790
Fax (519)756-2320
8:15 - 4:30

HAMILTON
Ellen Fairclough Bldg
8th Flr Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7458
Fax (905)521-7565
8:15 - 4:30

NIAGARA FALLS
1st Flr, 4701 St Clair Ave
PO Box 201
Niagara Falls L2E 6T3
General Inquiry (905)357-1066
Fax (905)357-9406
8:15 - 4:30

SIMCOE
25 Kent St N
Simcoe N3Y 3S1
General Inquiry (519)428-0380
Fax (519)426-7909

ST CATHARINES
2nd Flr, 110 James St
St Catharines L2R 7E8
General Inquiry (905)688-9830
Fax (905)688-8271
8:15 - 4:30

WELLAND
2nd Flr, 3 Cross St
Welland L3B 5X6
General Inquiry (905)735-6510
Fax (905)735-8042
8:15 - 4:30

Y.O.A. SECURE CARE FACILITY

ARRELL YOUTH CENTRE
320 Anchor Rd
Hamilton L8W 3R2
General Inquiry (905)574-0610
Fax (905)574-2861
8:15 - 4:30

NORTH EAST REGIONAL OFFICE - NORTH BAY
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
Toll Free 1-800-461-6977
Fax (705)474-5815 (Area Office)
Fax (705)474-3830 (Administration & Probation)
Fax (705)474-3825 (Finance & Program)
8:30 - 5:00

NORTH EAST REGION
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Fax (705)474-3825
8:30 - 5:00

LOCAL OFFICES

BRACEBRIDGE EMPLOYMENT SUPPORT
280 Manitoba St
PO Box 838
Bracebridge P1L 1S5
General Inquiry (705)645-8718
Toll Free 1-800-665-9718
Fax (705)645-7568
8:30 - 5:00

BRACEBRIDGE ONTARIO DISABILITY SUPPORT PROGRAM
280 Manitoba St
PO Box 838
Bracebridge P1L 1S5
General Inquiry (705)645-8718
Toll Free 1-800-665-9718
Fax (705)645-7568
8:30 - 5:00

PROBATION

BRACEBRIDGE
280 Manitoba St
PO Box 838
Bracebridge P1L 1S5
General Inquiry (705)645-8718
Fax (705)645-7568
8:30 - 5:00

NORTH BAY
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
8:30 - 5:00

PARRY SOUND
25 Church St
Parry Sound P2A 1Y2
General Inquiry (705)746-4016
Toll Free 1-800-465-8162
8:30 - 5:00

REGIONAL CENTRE FOR CHILDREN AND ADOLESCENTS

PROJECT DARE - ADMINISTRATION
PO Box 2000
South River P0A 1X0
General Inquiry (705)386-2376x208 (After Hours)
General Inquiry (705)386-2376x200 (Business Hours)
Fax (705)386-2345

TIMMINS DISTRICT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3040
South Porcupine P0N 1H0
General Inquiry (705)235-1700
TTY (705)235-1786
Toll Free 1-800-461-9343 (Within Area Code 705)
Fax (705)235-1778
Fax (705)235-1724 (Administration)
8:30 - 5:00

LOCAL OFFICES

COCHRANE
Cochrane Mall
59 First St
Cochrane P0L 1C0
General Inquiry (705)272-4846
Fax (705)272-3581
8:30 - 5:00

HEARST
613 Front St
Box 2140
Hearst P0L 1N0
(705)362-5145 (Probation)
(705)362-4238 (Income Maintenance)
Fax (705)362-7515
8:30 - 5:00

KAPUSKASING
6A Ash St
Kapuskasing P5N 2C8
General Inquiry (705)335-6108
Toll Free 1-800-424-3382
Fax (705)337-5668
8:30 - 5:00

KIRKLAND LAKE
Suite 209, 10 Government Rd E
PO Box 787
Kirkland Lake P2N 3K4
General Inquiry (705)567-3391
Toll Free 1-800-461-4961
Fax (705)567-5011
8:30 - 5:00

MOOSONEE
Ontario Government Bldg
38 Revillon Rd N
PO Box 160
Moosonee P0L 1Y0
General Inquiry (705)336-2984
Fax (705)336-2451
8:30 - 5:00

NEW LISKEARD
Ontario Government Bldg
310 Whitewood Ave
Box 2260
New Liskeard P0J 1P0
(705)647-7447 (Income Maintenance)
(705)647-7134 (Probation Services)
Fax (705)647-5267
8:30 - 5:00

PROBATION AND COMMUNITY SERVICES OFFICES

COCHRANE
Cochrane Mall
59 First St
Cochrane P0L 1C0
General Inquiry (705)272-4846
Fax (705)272-3581
8:30 - 5:00

HEARST
613 Front St
PO Box 806
Hearst P0L 1N0
General Inquiry (705)362-5145
Fax (705)362-7515
8:30 - 5:00

KAPUSKASING
6A Ash St
PO Box 44
Kapuskasing P5N 2C8
General Inquiry (705)335-6108
Toll Free 1-800-424-3382
Fax (705)337-5668
8:30 - 5:00

KIRKLAND LAKE
Suite 209, 10 Government Rd E
PO Box 787
Kirkland Lake P2N 3K4
General Inquiry (705)567-3391
Fax (705)567-5011
8:30 - 5:00

NEW LISKEARD
Ontario Government Bldg
310 Whitewood Ave
PO Box 2260
New Liskeard P0J 1P0
General Inquiry (705)647-7134
Fax (705)647-5267
8:30 - 5:00

TIMMINS DISTRICT
Ontario Government Complex
Hwy 101 E
PO Bag 3040
South Porcupine P0N 1H0
General Inquiry (705)235-1700
Toll Free 1-800-461-9843
Fax (705)235-1778
8:30 - 5:00

NORTHERN REGIONAL OFFICE - SUDBURY
Provincial Bldg
Suite 1002, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-6699
Toll Free 1-800-265-1222
Fax (705)564-3099
8:30-4:45

KENORA/RAINY RIVER DISTRICT OFFICE
20 Main St S
Kenora P9N 1S7
General Inquiry (807)468-2400
Toll Free 1-800-268-2970
Fax (807)468-2499 (Income Maintenance)
Fax (807)468-2443 (Probation)
Fax (807)468-2449 (Administration)
8:15 - 4:30

LOCAL OFFICES

DRYDEN
Ontario Government Bldg
479 Government Rd
PO Box 1020
Dryden P8N 3E3
General Inquiry (807)223-2241
Toll Free 1-800-565-5970
Fax (807)223-5740
8:15 - 4:30

FORT FRANCES
338 Scott St
Fort Frances P9A 1G9
General Inquiry (807)274-9846
Toll Free 1-800-668-1415
Fax (807)274-2572
8:15 - 4:30

RED LAKE
Ontario Government Bldg
PO Box 827
Red Lake P0V 2M0
General Inquiry (807)727-2174
Toll Free 1-800-265-1755
Fax (807)727-2502
8:15 - 4:30

SIOUX LOOKOUT
51 Prince St
PO Box 338
Sioux Lookout P8T 1A5
General Inquiry (807)737-3813
Toll Free 1-800-465-9204
Fax (807)737-2363
8:15 - 4:30

SAULT STE MARIE DISTRICT OFFICE
Roberta Bondar Place
Suite 450, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)541-2100
TTY (705)253-2092
Toll Free 1-800-825-7643
Toll Free 1-800-263-3347
Fax (705)253-2082
8:30 - 4:45

INCOME MAINTENANCE UNIT
345 Queen St E
Sault Ste Marie P6A 1Z2
General Inquiry (705)253-2001
TTY (705)253-2091
Toll Free 1-800-825-7593
Fax (705)253-2090
8:30 - 4:45

LOCAL OFFICES

ELLIOT LAKE - INCOME MAINTENANCE
151 Ontario Ave
Elliot Lake P5A 2T2
General Inquiry (705)848-5259
Fax (705)848-4467
8:30 - 4:45

ELLIOT LAKE - PROBATION SERVICES
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-5259
Fax (705)848-1301
8:30 - 4:45

SAULT STE MARIE - PROBATION UNIT
Roberta Bondar Place
Suite 450, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)541-2100
Toll Free 1-800-825-7643
Fax (705)253-2082
8:30 - 4:45

SAULT STE MARIE OBSERVATION AND DETENTION HOME
139 Pim St
Sault Ste Marie P6A 3G9
General Inquiry (705)256-5987
Fax (705)256-7033
24 Hours

VOCATIONAL REHABILITATION SERVICES
Roberta Bondar Place
Suite 450, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)541-2100
TTY (705)253-2092
Fax (705)253-2082
8:30 - 4:45

SUDBURY DISTRICT OFFICE
Provincial Bldg
Suite 601, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
Toll Free 1-800-268-6119
Fax (705)564-3153
8:30-4:45

LOCAL OFFICES

CHAPLEAU
34 Birch St E
Chapleau P0M 1K0
Toll Free 1-800-567-5476
Fax (705)864-2133

ESPANOLA
Suite 1, 456 Centre St
Espanola P5E 1G8
Toll Free 1-800-567-1510 (Income Maintenance)
Fax (705)869-4041

GORE BAY
PO Box 358
Gore Bay P0P 1H0
Toll Free 1-800-567-1932

LITTLE CURRENT
15 Water St E
Little Current P0P 1X0
Toll Free 1-800-895-5894

SUDBURY - INCOME MAINTENANCE
Provincial Bldg
Suite 501, 199 Larch St
Sudbury P3E 5P9
(705)564-4515 (Automated Directory)
TTY (705)564-3233
Toll Free 1-800-461-1167
Fax (705)564-2163
8:30-4:45

PROBATION AND COMMUNITY SERVICES OFFICES

ESPANOLA
456 Centre St
PO Box 1090
Espanola P0P 1C0
Toll Free 1-800-567-4535 (Probation)
Fax (705)869-4041

SUDBURY
Suite 603, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
TTY (705)564-8110
Toll Free 1-800-268-6119
Fax (705)564-3153

VOCATIONAL REHABILITATION UNIT
Provincial Bldg
Suite 603, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
TTY (705)564-8110
Toll Free 1-800-268-6119
Fax (705)564-3153
8:30-4:45

THUNDER BAY DISTRICT OFFICE
1st Flr, 435 S James St
Thunder Bay P7E 6S9
General Inquiry (807)473-3130
TTY (807)473-3151
Toll Free 1-800-465-5561
TTY Toll Free 1-800-544-6443
Fax (807)475-1475 (Direct Services)
Fax (807)475-1295 (Program Management)
8:30 - 4:45

LOCAL OFFICES

GERALDTON
208 Beamish Ave W
PO Box 1029
Geraldton P0T 1M0
General Inquiry (807)854-1840
Toll Free 1-800-267-7706
Fax (807)854-0705

SOUTH EAST REGIONAL OFFICE - KINGSTON
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)545-0539
TTY (613)536-7304
Fax (613)536-7272 (General)
Fax (613)536-7300 (Area Manager's Office)

INCOME SUPPORT AND EMPLOYMENT SERVICES
Suite 204, 11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7328
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)
Suite 103, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4553
TTY (613)544-5099
Fax (613)545-4550

EMPLOYMENT SUPPORT PROGRAM
Suite 103, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4383

INCOME SUPPORT UNIT
Suite 103, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4328

LOCAL OFFICES

BANCROFT
5 Fairway Plaza
PO Box 478
Bancroft K0L 1C0
General Inquiry (613)332-2101
Toll Free 1-800-388-5723
Fax (613)332-1559

BELLEVILLE CHILD CARE UNIT
Suite 103, 121 Dundas St E
Belleville K8N 1C3
General Inquiry (613)967-2011
TTY (613)967-2094
Fax (613)967-2009

BELLEVILLE EMPLOYMENT SUPPORT SERVICES
199 Dundas St E
Belleville K8N 1E2
General Inquiry (613)967-2023
TTY (613)967-2094
Fax (613)967-2009

BROCKVILLE
Brockville Commercial Centre
Suite 205, 51 King St E
Brockville K6V 1A8
General Inquiry (613)345-1200
Fax (613)345-1332
8:30 - 4:45

NAPANEE
17 Market Sq
Napanee K7R 1K7
General Inquiry (613)354-9447

ONTARIO DISABILITY SUPPORT
199 Dundas St E
PO Box 816
Belleville K8N 5B5
General Inquiry (613)962-9562
TTY (613)962-2927
Toll Free 1-800-267-4355
Fax (613)966-9788

PERTH
30 Foster St
Perth K7H 1R7
General Inquiry (613)267-6842
Fax (613)267-5441

SHARBOT LAKE NORTH FRONTENAC
PO Box 250
Sharbot Lake K0H 2P0
General Inquiry (613)279-3151
Fax (613)279-2565

PROBATION AND COMMUNITY SERVICES OFFICES

BELLEVILLE
Suite 103, 121 Dundas St E
Belleville K8N 1C3
(613)967-2011 (General Inquiry & Probation Officers)
TTY (613)967-2094
Fax (613)967-2009
8:30 - 4:45

BROCKVILLE
Suite 202, 51 King St E
Brockville K6V 1A8
(613)345-1200 (General Inquiry & Probation Officers)
Fax (613)345-6360
Fax (613)345-1332

KINGSTON
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7270

SOUTH WEST REGIONAL OFFICE - LONDON
Suite 203, 217 York St
Box 5217
London N6A 5R1
General Inquiry (519)438-5111
TTY (519)663-5276
Toll Free 1-800-265-4197
Fax (519)672-9510

LOCAL OFFICES

PROBATION SERVICES AND ONTARIO DISABILITY SUPPORT PROGRAM

CLINTON - HURON COUNTY
75 Wellington St
PO Box 1150
Clinton N0M 1L0
General Inquiry (519)482-3971
Toll Free 1-800-265-3955
Fax (519)482-9760

ST THOMAS - ELGIN COUNTY
3rd Flr, 427 Talbot St
PO Box 309
St Thomas N5P 3T9
General Inquiry (519)631-3032
TTY (519)637-2217
Toll Free 1-800-561-3886
Fax (519)631-9174
8:30 - 4:45

STRATFORD - PERTH COUNTY
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-1530
TTY (519)271-0124
Toll Free 1-800-565-5762
Fax (519)271-9971
8:30 - 4:45

WOODSTOCK - OXFORD COUNTY
432 Simcoe St
Woodstock N4S 1J8
General Inquiry (519)537-5579
TTY (519)537-8429
Toll Free 1-800-461-7296
Fax (519)537-8529
8:30 - 4:45

WINDSOR LOCAL OFFICE
Ontario Government Bldg
1st Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-1651
TTY (519)352-6008 (Chatham)
TTY (519)337-4804 (Sarnia)
TTY (519)254-3911 (Windsor)
Fax (519)255-1152
8:30 - 4:30

LOCAL OFFICES

CHATHAM
2nd Flr, 48 Fifth St S
Chatham N7M 4V7
General Inquiry (519)352-5040
Fax (519)352-2813
8:30 - 4:30

SARNIA
720 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-3735
TTY (519)337-4804
Toll Free 1-800-663-7633
Fax (519)337-7122
8:30 - 4:30

ONTARIO DISABILITY SUPPORT PROGRAM
Ontario Government Bldg
2nd Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-1651
TTY (519)254-4850
Fax (519)255-7976
8:30 - 4:30

VOCATIONAL REHABILITATION SERVICES
Ontario Government Bldg
6th Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-1651
TTY (519)254-3911
Fax (519)254-3691
8:30 - 4:30

YOA - PROBATION SERVICES
6th Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-1651
Fax (519)254-3691
8:30 - 4:30

REGIONAL CENTRE FOR CHILDREN AND ADOLESCENTS

CHILD AND PARENT RESOURCE INSTITUTE (CPRI)
600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)858-2774
Fax (519)858-3913
Fax (519)858-3935
8:30 - 4:30

VOCATIONAL REHABILITATION SERVICES
3rd Flr W, 217 York St
London N6A 5R1
General Inquiry (519)438-5111x456
Fax (519)679-7079

DIRECT SERVICES (ADULTS)
3rd Flr W, 217 York St
London N6A 5R1
General Inquiry (519)438-5111

INCOME MAINTENANCE PROGRAM REVIEW UNIT
2nd Flr W, 217 York St
London N6A 5R1
General Inquiry (519)438-5111
Fax (519)672-9510

ONTARIO DISABILITY SUPPORT PROGRAM
3rd Flr W, 217 York St
London N6A 5R1
General Inquiry (519)438-5111
Fax (519)672-4683

PROBATION SERVICES
3rd Flr W, 217 York St
London N6A 5R1
General Inquiry (519)438-5111
Fax (519)679-7079

Y.O.A. SECURE CARE FACILITY

MAURICE H GENEST DETENTION CENTRE FOR YOUTH
1670 Oxford St E
London N5V 3G2
General Inquiry (519)453-7070
Fax (519)451-1918

TORONTO REGIONAL OFFICE
8th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0500
Fax (416)325-0541

CHILDREN'S SERVICES UNIT
9th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0500
Fax (416)325-5735

CHILD CARE PROGRAMS
9th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0651

CHILDREN'S PROGRAMS
9th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0582

PROBATION SERVICES

CENTRAL TORONTO PROBATION
2nd Flr, 387 Bloor St E
Toronto M4W 1H7
General Inquiry (416)314-8550
Fax (416)314-8560

EAST TORONTO PROBATION
2nd Flr, 2500 Lawrence Ave E
Scarborough M1P 2R7
General Inquiry (416)314-8400
Fax (416)314-8399

NORTH TORONTO PROBATION
Unit 6, 3200 Dufferin St
Toronto M6A 2T3
General Inquiry (416)314-6444
Fax (416)314-6461
8:30 - 4:45

WEST TORONTO PROBATION
Suite 300, 5464 Dundas St W
Etobicoke M9B 1B4
General Inquiry (416)314-3832
Fax (416)314-3842

YOUTH COURT
Rm 145, 311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)325-5801
Fax (416)326-0693
8:30 - 4:45

YORK DETENTION CENTRE
354 George St
Toronto M5A 2N3
General Inquiry (416)314-0710
Fax (416)314-0718
Fax (416)314-2359 (Superintendent's Office)

YOUNG OFFENDER SERVICES
9th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0610
Fax (416)325-5736

SOCIAL ASSISTANCE AND EMPLOYMENT UNIT
7th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0680
Fax (416)325-1983

LOCAL OFFICES

1500 ROYAL YORK ROAD
1500 Royal York Rd
Etobicoke M9P 3B6
General Inquiry (416)314-6262
TTY (416)314-9052
Fax (416)314-3647
8:30-4:45

1870 WILSON AVENUE
1870 Wilson Ave
North York M9M 1A5
General Inquiry (416)325-5900
TTY (416)325-5846
Fax (416)325-5901 (Income Maintenance)
Fax (416)325-5946 (Administration)

252 PARLIAMENT STREET
252 Parliament St
Toronto M5A 3A4
General Inquiry (416)314-5000
TTY (416)314-9056
Fax (416)314-5001

47 SHEPPARD AVENUE EAST
7th Flr, 47 Sheppard Ave E
North York M2N 5X5
General Inquiry (416)314-6514
Fax (416)314-6769 (Income Maintenance)
Fax (416)314-6649 (Administration)
8:30-4:45

5160 YONGE STREET
5th Flr Suite 500, 5160 Yonge St
North York M2N 6L9
General Inquiry (416)314-9251
Fax (416)314-1962 (Administration)

710 PROGRESS AVENUE
Unit 1, 710 Progress Ave
Scarborough M1H 2X3
General Inquiry (416)314-9066
TTY (416)326-7290
Fax (416)314-8569
8:30-4:45

770 BIRCHMOUNT ROAD
Unit 30, 770 Birchmount Rd
Scarborough M1K 5H3
General Inquiry (416)325-0123
TTY (416)314-3867
Fax (416)325-0175

815 DANFORTH AVENUE
2nd Flr, 815 Danforth Ave
Toronto M4J 1L2
General Inquiry (416)314-5700
TTY (416)314-5701
Fax (416)314-3843
8:30-4:45

PROVINCIAL-MUNICIPAL SERVICES REALIGNMENT, SOCIAL AND COMMUNITY HEALTH SERVICES IMPLEMENTATION PROJECT

12th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)325-5320
Fax (416)325-5423
8:15 - 5:00

The Provincial-**Municipal** Services Realignment Social and Community Health Services Implementation Project is responsible for facilitating the transfer of Who Does What provincial/municipal responsibilities and achieving a more integrated and efficient delivery of social and community health services at the municipal level.

SOCIAL ASSISTANCE AND EMPLOYMENT OPPORTUNITIES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5421
Fax (416)325-5424

The Social Assistance and **Employment** Opportunities Division is responsible for the development of policies and programs, and implementation planning in the area of social assistance and employment opportunities. It supports reform of the social assistance system. The division includes the Social Assistance Programs Branch; Ontario Works Branch; Business and Technology Integration Branch; Social Assistance Transformation Secretariat; and the Ontario Disabilities Support Program Branch.

BUSINESS AND TECHNOLOGY INTEGRATION BRANCH

6th Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)327-0000
Fax (416)326-8098 (Director's Office)
Fax (416)327-1412 (Technology Architecture)

The Business and Technology Integration Branch is responsible for implementing a strategy to update the social assistance information and technology systems in the ministry.

BUSINESS TRANSFORMATION PROJECT

6th Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)327-0000
Fax (416)327-1404

The Business Transformation Project (BTP) is a 5-year project established in 1997. The Ministry of Community and Social Services (MCSS) in partnership with Andersen Consulting, and in keeping with the government's direction, is developing, new technology and business practices related to the delivery of social assistance in the province of Ontario. The delivery of Ontario Works and Ontario Disability Support Program will gradually be transformed over the next few years throughout the 47 Consolidated Municipal Service Managers and the 9 MCSS Regional Offices. There are approximately 115 delivery sites and 8,000 direct delivery staff in municipal and provincial offices.

ONTARIO WORKS BRANCH

4th Flr Rm 434, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-8205
Fax (416)326-9777

The Ontario Works Branch undertakes policy analysis and program development to support the ministry's Ontario Works program.

SOCIAL ASSISTANCE PROGRAMS BRANCH

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
Fax (416)325-5266
9:00 - 5:00

The Social Assistance Programs Branch is responsible for statistical analysis and forecasting of social assistance caseloads and expenditures, program support and monitoring, information sharing and fraud control initiatives, policy for selected cross-cutting social assistance policy issues, including initiatives such as the National Child Benefit.

INFORMATION SHARING AND FRAUD CONTROL UNIT

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-8200
Fax (416)326-6610
8:00 - 5:00

The Information Sharing and **Fraud** Control Unit provides corporate level support to **social assistance** fraud control initiatives. It is responsible for the operation of the **Welfare** Fraud Hotline, the Welfare Fraud Control Database, the development of information sharing agreements, the monitoring of fraud control activities and the provision of consultation and support services for field offices.

OPERATIONAL POLICY UNIT

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5281
Fax (416)325-5266
8:30 - 4:45

The Operational Policy Unit is responsible for selected cross-cutting issues in the social assistance area; participating with the Corporate Policy and Intergovernmental Affairs Branch on wider ministry policy issues; writing briefing notes; working on contentious policy issues involving interdivisional, interministerial and intergovernmental responsibilities; and participating in ministry project development with other branches and liaising with Program Management Division ensuring that implementable policies are developed.

PROGRAM SUPPORT AND MONITORING UNIT

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5308
Fax (416)325-5266
8:30 - 4:45

The Program Support and Monitoring Unit is responsible for ensuring that necessary program changes are made so that programs continue to meet the needs of recipients and reflect government direction. The unit promotes program integrity through the development and maintenance of accountability frameworks and monitoring processes for Social Assistance programs in the province. The unit is also responsible for specific cross cutting policy and program areas.

STATISTICS AND ANALYSIS UNIT

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5282
Fax (416)325-5266
8:30 - 4:45

The Statistics and Analysis Unit is responsible for multiyear social assistance caseload and expenditure forecasting, including Local Services Realignment forecasts, social assistance statistical information (Ontario Works and Ontario Disability Support Program), monthly caseload data, monthly/quarterly Ontario Works statistics, quality control and reconciliation of municipal data, research and in-depth analysis of social assistance and labour market trends.

AGENCIES, BOARDS AND COMMISSIONS

CHILD AND FAMILY SERVICES REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4673
Fax (416)327-0558

The Child and Family Services Review Board provides an **appeal** mechanism under the Child and Family Services Act (CFSA) and Day **Nurseries** Act (DNA). The board makes specific decisions on the residential placement of **children**; refusal of placement by private **adoption** licensees; refusal, revocation, non-renewal, suspension or contested terms and conditions on **licence**s for children's residences, adoption placement, day nurseries and private home daycare; refusal to disclose adoption information; and applications for the release of children from emergency secure treatment facilities. The board operates independently.

CUSTODY REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4672
Fax (416)327-0558

The **Custody** Review Board reviews placements and may hold **hearings** at the request of young persons in custody. The board operates jointly with the Ministry of the Solicitor General and Correctional Services. The board operates independently.

SOCIAL BENEFITS TRIBUNAL

7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-0978
Toll Free 1-800-753-3895
Fax (416)326-5135

On June 1, 1998 a new social assistance appeal tribunal was created called the Social Benefits Tribunal. The tribunal will eventually replace the Social Assistance Review Board. This tribunal is a quasi-judicial tribunal that reviews decisions relating to social assistance in the province of Ontario. The tribunal has jurisdiction to hear appeals regarding the refusal to grant a benefit, the suspension or cancellation of a benefit, the reduction of a benefit or the amount of a benefit as set out in the Ontario Works Act, 1997 and the Ontario Disability Support Plan Act, 1997. Hearings are held throughout the province and are usually conducted by single member panels.

SOCIAL ASSISTANCE REVIEW BOARD

7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-5104
Toll Free 1-800-387-5655
Fax (416)326-5135

The **Social Assistance** Review Board is an independent body that holds province-wide **hearings** of **appeals** by individuals regarding decisions on General **Welfare** Assistance (GWA), **Vocational Rehabilitation** Services (VRS) and Family Benefits (FBA).

SOLDIERS' AID COMMISSION OF ONTARIO

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4674
Fax (416)326-5359

The Soldiers' Aid Commission of Ontario provides in exceptional circumstances, emergency aid to eligible World Wars I, II and the Korean War **veterans** who have exhausted all other sources of funds.

ACTS

Charitable Institutions Act
Child and Family Services Act
Day Nurseries Act
Developmental Services Act
District Welfare Administration Boards Act
Family Benefits Act
General Welfare Assistance Act
Homes for Retarded Persons Act
Indian Welfare Services Act
Ministry of Community and Social Services Act
Ontario Disability Support Program Act
Ontario Works Act
Social Assistance Reform Act
Soldiers' Aid Commission Act
Vocational Rehabilitation Services Act

MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8555
TTY (416)326-8566
Toll Free 1-800-268-1142
www.ccr.gov.on.ca

The Ministry of Consumer and Commercial Relations promotes a fair, safe and informed marketplace which supports a competitive economy in Ontario. It sets standards of conduct for businesses and public safety standards for some equipment; licences businesses; promotes consumer rights; investigates questionable business practices; takes enforcement measures when necessary; and registers vital statistics such as births, deaths, marriages and changes of names, land transfers and ownerships, and personal property other than land. Alcohol and Gaming Commission regulates beverage alcohol and ensures casino and charity gaming is conducted with honesty, integrity and in public interest. Ontario Film Review Board classifies films and videos; Ontario Racing Commission regulates horse racing; Office of the Athletics Commissioner sanctions all boxing and wrestling events; Commercial Registration Appeal Tribunal holds public hearings of appeals related to 19 legislative acts.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8525
Fax (416)326-8543
Fax (416)326-8387
www.ccr.gov.on.ca
8:30 - 4:45

The Communications Services Branch presents the ministry as an organization that promotes a fair, safe and informed marketplace which supports a competitive economy in Ontario, and advances knowledge about the ministry's program responsibilities for setting standards and compliance processes which make it attractive for businesses (domestic and international) to invest in Ontario. The News and Information Section assists the programs and divisions in developing strategic communications plans, and it informs the public, client groups and media of the ministry's activities through issuing news releases, preparing speeches and statements, producing and distributing newsletters, brochures and other publications. The General Inquiry Unit offers a bilingual 24-hour automated-voice system providing information on ministry programs. Information officers are available between 8:30 a.m. and 5:00 p.m.

Services offered to the Public:
General Inquiry Unit

INTERNAL AUDIT SERVICES

33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)314-9500
Fax (416)314-9517
8:30 - 4:30

Internal Audit Services assists the Deputy Minister and ministry management in achieving program objectives by providing assurance that control processes are satisfactory, furnishing recommendations to improve the economy, efficiency and effectiveness of operation, IT systems, and ministry programs, and assessing the adequacy of criteria measuring program effectiveness. The branch evaluates the adequacy of financial, operational and management controls designed to help safeguard ministry assets. This office ascertains the extent of compliance with ministry and government policies and guidelines. The branch assists ministry management by reviewing and providing assurance over the quality, completeness, and effectiveness of the ministry's risk assessment practices and programs. In partnership with management, staff also act as consultants in the development of major information systems to ensure project success, system control and data integrity.

LEGAL SERVICES

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
(416)326-8845 (Condominium Act)
(416)314-5180 (Personal Property Security Registration)
(416)314-5180 (Real Property Registration)
(416)326-8455 (Business Practices)
(416)314-5180 (Property Law)
(416)314-5182 (Company Law)
Fax (416)326-8456
Fax (416)314-5179
8:30 - 5:15

Legal Services Branch provides legal services to the ministry on the interpretation of consumer and commercial statutes and regulations, and the preparation and review of proposed legislation and regulations. The office also carries out civil litigation and prosecutions under ministry legislation. Particular areas for which legal services are responsible to the ministry include real property and personal property registration, companies law, trade, liquor and gaming, technical standards and business practices.

BUSINESS DIVISION

33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8578
Fax (416)325-6192
8:30 - 5:00

The Business Division constitutes three areas: Marketplace Standards and Services Branch promotes consumer **education** and awareness; establishes marketplace standards; monitors and enforces business compliance through measured regulatory intervention; and is responsible for the Theatres Section, the Athletics Commission, the registration and renewals of bailiffs, consumer reporting agencies, collection agencies and cemeteries. The branch's Liaison Unit coordinates ministry activities pertaining to self-management in partnership with the Ontario Motor Vehicle, Real Estate, Travel Industry Councils of Ontario and the Technical Standards Safety Authority. The Companies Branch registers and licenses corporations, sole proprietorships, partnerships, and

makes available current accessible business information. The Ontario Business Connects project is responsible for the development and implementation of a government-wide Service Delivery Strategy for the business community.

COMPANIES BRANCH

Suite 200, 393 University Ave
Toronto M5G 2M2
General Inquiry (416)314-8880
TTY (416)314-0843
Toll Free 1-800-361-3223 (Province-Wide)
Fax (416)314-4852
8:30 - 5:00

Companies Branch registers **business name**s of sole proprietorships, partnerships and **corporations**; authorizes creation of limited partnerships; incorporates business and not-for-profit entities and licenses foreign extra provincial corporations. Fourteen Land Registry Offices also accept select **documents** under the Ontario Business Corporation Act. The branch also maintains and operates the Public Record which is searched regularly by clients. Compliance to the legislation is monitored by the Compliance Section. Companies Branch has improved its customer service through private and public partnerships. Ontario Business Connects provides electronic registration for business **names**, and primary service providers OnCorp Direct Inc. and Cyberbahn Inc. provide searches electronically.

Services offered to the Public:
Business Name Registrations
Incorporation of Business/Non-Profit Corporations
Registration of a Limited Partnership
Searches

ONTARIO BUSINESS CONNECTS

3rd Flr, 393 University Ave
Toronto M5G 1E6
TTY (416)326-8566
Toll Free 1-800-565-1921 (Province-Wide)
Fax (416)314-5125
www.ccr.gov.on.ca
8:30 - 4:30

Ontario **Business** Connects (OBC) is a government initiative to simplify and streamline the existing **registration** and reporting process in Ontario. OBC manages a network of self-help computer workstations, located throughout the province. New businesses and existing **corporations** can prepare their registrations using these workstations and electronically transmit them to the different ministries involved with starting or expanding a business. Individuals starting an incorporated business can register their **Business Name** instantly and complete four of the most commonly required applications (**Retail Sales Tax Vendor Permit**, Employer Health Tax, Health Tax for the Self Employed and Workplace Safety and **Insurance Board**) at the workstations. Clients can instantly renew their Business Name registration and apply for the Federal Business Number. OBC is also responsible for implementing a government strategy to transform service delivery to the business community in Ontario.

Services offered to the Public:
Ontario Business Connects

MARKETPLACE STANDARDS AND SERVICES BRANCH

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8611
Fax (416)326-8665

The Marketplace Standards and Services Branch consists of 7 sections: Investigations and Compliance, Registration and Licensing, Consumer Services, **Industry** Self Management Liaison, Administration,Theatres and Athletics Commission. The branch registers and regulates **businesses** under a number of business statutes; processes consumer complaints; investigates alleged infractions; inspects registrants under all Acts dealing with consumer protection; monitors and educates the marketplace as well as the administrative authorities to which legislated functions have been delegated; licensing of all professional combative sports in Ontario; issues licences to theatre, projectionists/distributors and video retailers.

ATHLETIC COMMISSIONER'S OFFICE

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3630
Toll Free 1-800-268-6024
Fax (416)314-3632
8:30 - 5:00

The Athletic Commissioner's Office administers the Athletics Control Act and is responsible for the proper conduct of all professional combative **sports** in Ontario. The commission maintains liaison with **community centres** and **arenas**, and issues **licences** to professional **boxers**, **kickboxers** (full-contact karate), **wrestlers** and all officials involved in these sports.

Services offered to the Public:
Athletics Control Act

CEMETERIES REGULATION SECTION

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8393
Fax (416)326-8406
8:30 - 5:00

The **Cemeteries** Regulation Section administers the Cemeteries Act (Revised), which regulates the operation of cemeteries, **crematoria**, **mausolea/columbaria** and burial grounds. Owners of such facilities and sales representatives must be licensed. The section handles **consumer complaints** and inquiries about burial sites. The section reviews and approves changes to cemeteries, and monitors trust accounts holding prepayment, care and maintenance funds.

Services offered to the Public:
Cemeteries Regulation

COMPLIANCE

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8555
Toll Free 1-800-268-1142
8:30 - 5:00

The compliance activity is carried out under the authority of various **business registration**/public protection statutes to ensure the provisions (e.g.: registration requirements, trust account maintenance, etc.) of these statutes are complied with by sector business.

CONSUMER SERVICES

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8611
Toll Free 1-800-268-1142
8:30 - 5:00

Consumer Services is responsible for mediating/handling **consumer complaints** for both general marketplace and industry-specific transactions. The area disseminates advice and information to consumers as to their rights and responsibilities in the marketplace. This office monitors the marketplace in order to identify consumer problems and delinquent **business** and emerging trends in the marketplace.

INVESTIGATION SECTION

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8606
8:30 - 5:00

The Investigation Section investigates alleged infractions of ministry statutes.

REGISTRATION AND LICENSING SECTION - COLLECTIONS, REPOSSESSIONS, CREDIT REPORTING

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6203
Toll Free 1-800-268-1142 (Province-Wide)
Fax (416)326-8810
8:30 - 5:00

The **Registration** & **Licensing** Section - Collections, Repossessions, **Credit** Reporting maintains a central file of businesses and persons registered under the following Acts: **Cemeteries** (licensing information), **Consumer** Reporting (credit reporting and personal investigation agencies), **Collection Agencies**, **Bailiffs** and Paperback and **Periodicals**. The section also answers inquiries on whether a business is registered under these Acts. For questions related to new applications, renewals and revisions, call 416-326-8800. The Registrar's office regulates private bailiffs, collection agencies, consumer reporting agencies (which collect and use personal **records**, credit and **financial** information) and paperback book and periodical distributors under their respective Acts. (**Itinerant sellers** are no longer required to register under the CPA as of Dec 18/97.)

Services offered to the Public:
Cemeteries Regulation
Registration under the Collection Agencies Act

THEATRES SECTION

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Toll Free 1-800-268-6024 (Province-Wide)
Fax (416)314-3632
8:30 - 5:00

The **Theatres** Section, which administers the Theatres Act, issues **licences** to theatres, projectionists, video and **film** distributors and video retailers. The section also provides administrative services for the Ontario Film Review Board.

Services offered to the Public:
Theatres Administration

ONTARIO FILM REVIEW BOARD

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Fax (416)314-3632
8:30 - 5:00

The Ontario **Film** Review Board is an independent agency of the Ministry of Consumer and Commercial Relations. The Board approves and classifies all films and videos and all **advertising** for exhibition or distribution in Ontario. The Board's mission statement is to reflect the diverse communities of Ontario by striving to reach consensus in the classification of films and videos, and to assist the public in making informed viewing decisions.

Services offered to the Public:
Approval and Classification of Films and Videos

INDUSTRY SELF-MANAGEMENT LIAISON UNIT

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8884
Fax (416)326-8665
8:30 - 5:00

Industry Self-Management Liaison Unit monitors the activities of the Administrative Authorities to which certain legislated functions have been delegated and manages the relationship between these authorities and the ministry. It plans, coordinates and manages the ministry's activities pertaining to industry self-management as required by ministry legislation and the agreements with the Administrative Authorities. It also facilitates legislative and regulatory changes and initiatives concerning **consumer** protection, public **safety** and marketplace **standards** as proposed by the Administrative Authorities.

ELECTRICAL SAFETY AUTHORITY (ESA)

Suite 202, 155A Matheson Blvd W
Mississauga L5R 3L5
General Inquiry 1-800-372-7233
Fax (905)507-9532
www.esainspection.net
9:00 - 5:00

The ESA is responsible for ensuring compliance with Ontario's **Electrical Safety** Code in the electrical industry as well as in the residential, commercial and industrial markets. ESA inspects electrical devices and installations, investigates **complaints**, approves electrical products and makes sure the code is current and includes the latest technology. If you have a question or complaint about electrical safety, contact The Electrical Safety Authority.

ONTARIO MOTOR VEHICLE INDUSTRY COUNCIL

Suite 110, 36 York Mills Rd
North York M2P 2C5
General Inquiry (416)226-4500
Toll Free 1-800-943-6002
Fax (416)226-3208
8:00 - 5:00

Ontario **Motor Vehicle** Industry Council deals with program delivery for the Motor Vehicle Dealers Act.

REAL ESTATE COUNCIL OF ONTARIO

Suite 600, 3250 Bloor St W
Toronto M8X 2X9
General Inquiry (416)207-4800
Toll Free 1-800-245-6910
Fax (416)207-4820
9:00 - 5:00

Real Estate Council of Ontario deals with program delivery for the Real Estate and Business Brokers Act.

TECHNICAL STANDARDS AND SAFETY AUTHORITY

Mutual Group Ctr
4th Flr West Tower, 3300 Bloor St W
Toronto M8X 2X4
General Inquiry (416)325-2000
Fax (416)326-1663
8:30 - 5:00

Technical **Standards** and **Safety** Authority deals with program delivery for **Amusement Devices** Act, **Boilers** and **Pressure Vessels** Act, **Elevating Devices** Act, **Energy** Act, **Gasoline** Handling Act, Operating **Engineers** Act, and the **Upholstered and Stuffed Articles** Act.

TRAVEL INDUSTRY COUNCIL OF ONTARIO

Suite 402, West Tower, 2700 Matheson Blvd E
Mississauga L4W 4V9
Toll Free 1-888-451-8426
Fax (905)624-8631
8:00 - 5:00

Travel Industry Council of Ontario deals with program delivery for the Travel Industry Act.

CORPORATE SERVICES DIVISION

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8460
Fax (416)326-8461
8:30 - 5:00

Corporate Services Division provides corporate administrative services and policy support for the ministry. Divisional responsibilities include: accounting, financial planning, purchasing, security and accommodation planning, staff recruitment, corporate learning, human resources, policy support and agency liaison. The Assistant Deputy Minister also administers the implementation of, and compliance with the Freedom of Information and Protection of Privacy Act as well as the French Language Services Act. Through the Corporate Projects Office, CSD also provides support to a number of Corporate government-wide initiatives, such as Shared Services, Quality Service and Regional Service Delivery Restructuring.

FINANCE AND ADMINISTRATIVE SERVICES BRANCH

34th Flr, 250 Yonge St
Toronto M5B 2N5
(416)326-0290 (Administrative)
(416)326-8900 (Finance)
Fax (416)326-8776 (Administrative)
Fax (416)326-8979 (Finance)
Fax (416)326-8461 (Director)
8:00 - 5:00

The Finance and Administrative Services Branch is responsible for the business planning process in the ministry and provides financial management to all ministry programs, including financial reporting and forecast, performance management reporting, and expenditure and revenue accounting. It develops policies and procedures for financial forecasting, control and management performance reporting systems, and serves as a liaison with central agencies. The branch also coordinates purchasing, duplicating, facilities management, building security and waste management services for the ministry. It arranges for the distribution of corporate directives and guidelines and is responsible for policy administration, including management of ID cards for employees.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8463
Fax (416)326-8461
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office is responsible for the coordination, administration and implementation of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The office responds to requests for information made under the Act; establishes and collects fees in accordance with the Act; provides advice and training to ministry staff on the requirements of the Act; monitors and recommends policies and procedures for collecting and releasing information; and ensures adherence to privacy provisions and other legislative requirements of the Act. The office also liaises with the Information and Privacy Commission regarding appeals, inquiries and investigations. A public reading room for the review of manuals and other information is open during regular office hours on the 34th Floor at 250 Yonge Street, Toronto, Ontario.

HUMAN RESOURCES BRANCH

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8891
Fax (416)326-8932
8:00 - 5:00

The Human Resources Branch works in a consulting capacity with line managers and staff who have responsibility for human resource matters within their unit. The branch is responsible for developing and administering human resources policies and procedures, human resources planning, environmental scans regarding human resources related issues and programs, employment stability coordination, outplacement related services, classification, recruitment, employee benefits counselling, coordination of Workplace Discrimination and Harassment Policy (WDHP), grievance handling, and labour relations advice and direction. The branch also provides specific consulting services to programs in the areas of training and learning, French Language Services, and Innovation and Skills Development. Employee corporate files, payroll, attendance and benefits records are maintained centrally within the Human Resources Branch.

FRENCH LANGUAGE SERVICES

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8897
Fax (416)326-8932
8:30 - 4:30

The French Language Services coordinator oversees the effective implementation, delivery and maintenance of French language services in all aspects of ministry programs; advises ministry officials and staff on policies and administrative matters regarding French language services; interprets relevant legislation; handles complaints; and keeps the ministry's senior management informed on all subjects related to French language services.

POLICY AND AGENCY RELATIONS BRANCH

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8878
General Inquiry (416)326-8862
Fax (416)326-8885
8:00 - 5:00

The Policy and Agency Relations Branch delivers an integrated approach to policy development, strategic planning, and issues management within CCR. It provides corporate policy services to all of CCR's divisions as well as to the Minister's and Deputy Minister's offices. It also assists divisions with project planning, research, problem-solving, design and implementation of consultation strategies. In addition, it is responsible for policy development related to the agencies, boards and commissions which report directly to CCR, and to the sectors they regulate.

INFORMATION TECHNOLOGY DIVISION

33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-9400
Fax (416)326-9424
www.ccr.gov.on.ca
8:00 - 5:00

Information Technology Division ensures delivery of effective information systems which helps the ministry achieve its business objectives in the following areas: Planning - develops and

implements information technology, information management, business improvement plans, strategies, directives, standards and guidelines consistent with Government directives and works with program areas to streamline business processes and increase service levels; Systems Support - provides ongoing production support and enhancements for existing ministry core business applications, ensures Year 2000 compliance for all ministry systems, and assists with technology transfer to administrative authorities; Client Support - provides integrated client support by managing the ministry telecommunications network and computer desktop operations to ensure reliable information exchange within the ministry and with clients, and promotes technology proficiency among staff through communication and training.

REGISTRATION DIVISION

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-5095
Fax (416)314-5111
8:30 - 5:00

Registration Division **records land** ownership and transfer, security interest in personal property, births, deaths, marriages and other vital statistics events in Ontario. Clients are dependent upon the availability, accuracy and timeliness of these records, which validate personal and legal identities and relationships, land title to real property, and a system that enables property, other than **real estate**, to be pledged as a guarantee for repayment of business or personal loans, while allowing the borrower to have possession and use of the property. The division also manages a strategic alliance between the Government of Ontario and Teranet Land Information Services Inc. (Teranet). This partnership approach with a private sector partner was developed to implement automation and conversion of land titles across the province in the most cost effective and timely fashion possible.

ONTARIO VITAL STATISTICS INFORMATION PROJECT (ONVIP)

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4892
Fax (416)326-1841
8:30 - 5:00

The Ontario Vital Statistics Improvement Project is responsible for change management activities in the Office of the Registrar General. The project encompasses initiatives such as ensuring the vital statistics technology is Year 2000 compliant, developing a new technological platform and redesigning the business process of the ORG.

REGISTRAR GENERAL BRANCH

Ontario Government Bldg
3rd Flr, 189 Red River Rd
PO Box 4600
Thunder Bay P7B 6L8
General Inquiry (416)325-8305 (Toronto)
Toll Free 1-800-461-2156
Fax (807)343-7411
Fax (807)343-7459 (Applications Only With Credit Card Payment)
8:30 - 5:00

The Registrar General Branch registers **births**, **deaths**, **marriages**, still-births, **adoption**s and changes of name occurring in Ontario. **Certificates**, searches or certified copies are available to

qualified applicants upon payment of appropriate fees. Premium, same day service for walk-in clients is available in nine locations across Ontario. **Statistics** relating to births, still-births, marriages and deaths are compiled annually and published in the "Office of the Registrar General Annual Report". Under the Marriage Act, persons authorized to solemnize marriages in Ontario are issued Certificates of **Registration**.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Change of name, amendments and corrections to registrations
Registration of Births, Deaths, Marriages, Stillbirths, Name Changes, Persons authorized to solemnize marriage.
Statistical service

PUBLIC OFFICE: REGISTRAR GENERAL

Macdonald Block
Rm M2-49, 900 Bay St
Toronto M7A 1Y5
8:30 - 5:00

The Public Office, Registrar General provides walk-in service only.

Services offered to the Public:
Certificates, Certified copies of vital event registrations

WALK-IN SERVICE - HAMILTON
Ontario Government Bldg
4th Flr, 119 King St W
Hamilton L8P 4Y7
8:30 - 5:00

WALK-IN SERVICE - LONDON
Unit J, 80 Dundas St
London N6A 6A7
8:30 - 5:00

WALK-IN SERVICE - NORTH BAY
Court House
360 Plouffe St
North Bay P1B 9L5
8:30 - 5:00

WALK-IN SERVICE - OTTAWA
Court House
4th Flr, 161 Elgin St
Ottawa K2P 2K1
8:30 - 5:00

WALK-IN SERVICE - SUDBURY
Suite 301, 199 Larch St
Sudbury P3E 5P9
8:30 - 5:00

WALK-IN SERVICE - THUNDER BAY
2nd Flr Suite 201, 189 Red River Rd
Thunder Bay P7B 1A2
8:30 - 5:00

WALK-IN SERVICE - WHITBY
590 Rossland Rd E
Whitby L1N 9G5
8:30 - 5:00

WALK-IN SERVICE - WINDSOR
3rd Flr, 250 Windsor Ave
Windsor N9A 6V9
8:30 - 5:00

PERSONAL PROPERTY SECURITY REGISTRATION BRANCH

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)325-8847
(416)325-8810 (Public Office, 2nd Flr)
TTY (416)326-8866
Toll Free 1-800-267-8847 (Province-Wide)
TTY Toll Free 1-800-461-8866 (Province-Wide)
Fax (416)325-8501 (Technical Support)
Fax (416)325-0486 (Director's Office)
Fax (416)325-0487 (Public Office)
8:30 - 5:00

The **Personal Property Security Registration** Branch administers the Personal Property Security Act and the Repair and Storage **Liens** Act and relevant computer systems. The registration system allows a person who loans money and takes personal property (e.g. a motor vehicle) as collateral for the **loan** to file notice of the security agreement. In addition, repairers and storers of goods who have returned the goods to the owners before being paid can also register notice of their non-possessory liens. Paper registrations and searches can be made in person or by mail. Electronic registrations and searches are also accepted. Registrations and searches can be conducted in a number of Land Registry Offices.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System
Used Vehicle Information Package

MAILED-IN REGISTRATIONS AND INQUIRIES: PERSONAL PROPERTY SECURITY REGISTRATION BRANCH
PO Box 21100 Stn A
Toronto M5W 1W6

PUBLIC OFFICE: PERSONAL PROPERTY SECURITY REGISTRATION BRANCH
University Ctr
2nd Flr, 393 University Ave
Toronto M5G 1E6
8:30 - 5:00

REAL PROPERTY REGISTRATION BRANCH

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4880
Fax (416)314-4878
8:30 - 5:00

The **Real Property Registration** Branch (RPR) manages and operates 55 Land Registry Offices throughout Ontario which register, store and manage **documents**, **deeds**, **mortgages** and plans of survey. Registration of real property is done under either the Land **Titles** system or the Registry system. All registered and deposited records are available to the public (for a fee) to search title or obtain information about the ownership of real property. Other activities include monitoring the quality of survey plans by both direct pre-registration examination and post-registration audit and review, examining applications for Boundaries Act plans, and processing of applications for first

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registration and for Condominium Plans Approval. The land registration records are being automated. Electronic search records in relation to various Land Registry Offices is available through Teranet Land Information Services, INCS Teraview system. You may call Teranet at 1-800-208-5263.

Services offered to the Public:
Province of Ontario Land Registration Information System
Real Property - Access to database, searches, etc.
Registration of Real Property under either Registry Act or Land Titles Act

REGIONAL OFFICES

CENTRAL EAST REGIONAL OFFICE
4th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)314-4896
Fax (416)314-4899
8:30 - 5:00

CENTRAL WEST REGIONAL OFFICE
3rd Flr, 200 Frederick St
Kitchener N2H 6N9
General Inquiry (519)571-6068
Fax (519)571-6073
8:30 - 5:00

EASTERN REGIONAL OFFICE
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5599
Fax (613)531-5598
8:30 - 5:00

NORTHERN REGIONAL OFFICE
Suite 302, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4111
Fax (705)564-4354
8:30 - 5:00

SOUTHWESTERN REGIONAL OFFICE
Court House
Unit J, 80 Dundas St
London N6A 6A7
General Inquiry (519)675-7767
Fax (519)675-7771
8:30 - 5:00

LEGAL AND TECHNICAL POLICY AND SUPPORT

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4882
8:30 - 5:00

The Legal and Technical Policy and Support Office is responsible for setting policy and standards for the registration of documents and plans. It also provides support to the **land** registry offices for resolution of complex legal and survey issues arising from the registration of documents and plans under the Acts administered by the Real Property Registration Branch.

SURVEY AND TITLE SERVICES SECTION

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4882
Fax (519)675-7771 (London)
Fax (613)531-5598 (Kingston)
Fax (705)755-1343 (Peterborough)
Fax (519)571-6073 (Kitchener)
Fax (705)564-4354 (Sudbury)
8:30 - 5:00

Survey and Title Services Section deals with survey issues and related applications, e.g. Boundary Act, First Application to **Land Titles**.

Services offered to the Public:
Survey and Title Services

BOOKBINDING CENTRE

Macdonald Block
Rm M1B 47A, 900 Bay St
Toronto M7A 1Y5
General Inquiry (416)325-8685
8:00 - 4:15

This is the bookbinding unit for Real Property Registration Branch.

BUSINESS IMPROVEMENT TEAM

4th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)314-4880
Fax (416)314-4899
8:30 - 5:00

Real Property Registration, in conjunction with its private sector partner Teranet, introduced in January 1999 the electronic registration of land related documents. This multi-year project will implement electronic registration in 55 land registry offices across the province. This unit is responsible for defining user requirements, conducting testing, writing training and procedures manuals, conducting training, and providing client and staff support.

LAND REGISTRY OFFICES

Besides providing **land registration** and database search services, depending on the specific registry office, clients may obtain birth, death, marriage or certified copies of vital event **records**, **Personal Property Security** Registration registrations and inquiries, access to Ontario Business Connects workstations, or endorsement of a business corporation. The land registration records are being automated. Electronic search records in relation to various Land Registry Offices is available through Teranet Land **Information Services**, INCS Teraview system. You may call Teranet at 1-800-208-5263.

ALEXANDRIA LAND REGISTRY OFFICE (GLENGARRY #14)

63 Kenyon St W
PO Box 668
Alexandria K0C 1A0
General Inquiry (613)525-1315
Fax (613)525-0509
8:30 - 5:00

Alexandria Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Glengarry.

ALMONTE LAND REGISTRY OFFICE (LANARK #27)

2 Industrial Dr
PO Box 1180
Almonte K0A 1A0
General Inquiry (613)256-1577
Fax (613)256-0940
8:30 - 5:00

Almonte Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Lanark. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects. The land registration records in Almonte are being automated. Access to electronically search automated records is available in this office.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

BARRIE LAND REGISTRY OFFICE (SIMCOE #51)

Court House
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)725-7232
Fax (705)725-7246
8:30 - 5:00

Barrie Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Simcoe. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

BELLEVILLE LAND REGISTRY OFFICE (HASTINGS #21)

15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)968-4597
Fax (613)968-3606
Fax (613)968-8261 (PPSR)
8:30 - 5:00

Belleville Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Hastings. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, order certificates and certified copies of registrations from the office of the Registrar General and have their order mailed to Thunder Bay for action, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

BRACEBRIDGE LAND REGISTRY OFFICE (MUSKOKA #35)

15 Dominion St N
Bracebridge P1L 2E7
General Inquiry (705)645-4415
Fax (705)645-7826
8:30 - 5:00

Bracebridge Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Muskoka district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

BRAMPTON LAND REGISTRY OFFICE (PEEL #43)

1st Flr, 7765 Hurontario St
Brampton L6W 4S8
General Inquiry (905)874-4008
Fax (905)874-4012
8:30 - 5:00

Brampton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Peel. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security

Registration registrations and inquiries services, certain Business Corporation Act transactions, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

BRANTFORD LAND REGISTRY OFFICE (BRANT #2)

Court House
80 Wellington St
Brantford N3T 2L9
General Inquiry (519)752-8321
(519)752-5571 (PPSR)
Fax (519)752-0273
8:30 - 5:00

Brantford Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Brant. Some of the land registration records are automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

BROCKVILLE LAND REGISTRY OFFICE (LEEDS #28)

7 King St W
Brockville K6V 3P7
General Inquiry (613)345-5751
Fax (613)345-7390
8:30 - 5:00

Brockville Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Leeds. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

CAYUGA LAND REGISTRY OFFICE (HALDIMAND #18)

10 Echo St
PO Box 310
Cayuga N0A 1E0
General Inquiry (905)772-3531
Fax (905)772-0105
8:30 - 5:00

Cayuga Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Haldimand. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

CHATHAM LAND REGISTRY OFFICE (KENT #24)

40 William St N
Chatham N7M 4L2
General Inquiry (519)352-5520
Fax (519)352-3222
8:30 - 5:00

Chatham Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Kent. The land registration records are fully automated. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

COBOURG LAND REGISTRY OFFICE (NORTHUMBERLAND #39)

Fleming Bldg
Suite 105, 1005 William St
Cobourg K9A 5J4
General Inquiry (905)372-3813
Fax (905)372-4758
8:30 - 5:00

Cobourg Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Northumberland. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

COCHRANE LAND REGISTRY OFFICE (COCHRANE #6)

Court House
149 4th Ave
PO Box 580
Cochrane P0L 1C0
General Inquiry (705)272-5791
Fax (705)272-2951
8:30 - 5:00

Cochrane Land Registry Office provides registration and client self serve search services under the Land Titles Act for the district of Cochrane. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

CORNWALL LAND REGISTRY OFFICE (STORMONT #52)

127 Sydney St
Cornwall K6H 3H1
General Inquiry (613)932-4522
Fax (613)932-4524
8:30 - 5:00

Cornwall Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Stormont. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

FORT FRANCES LAND REGISTRY OFFICE (RAINY RIVER #48)

353 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-5451
Fax (807)274-1704
8:30 - 5:00

Fort Frances Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Rainy River district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

GODERICH LAND REGISTRY OFFICE (HURON #22)

38 North St
Goderich N7A 2T4
General Inquiry (519)524-9562
Fax (519)524-2482
8:30 - 5:00

Goderich Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Huron. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects. The Land Registration Records are being automated. Access to electronically search automated records is available in this office.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

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GORE BAY LAND REGISTRY OFFICE (MANITOULIN #31)

Court House
27 Phipps St
Postal Bag #5
Gore Bay P0P 1H0
General Inquiry (705)282-2442
Fax (705)282-3245
8:30 - 5:00

Gore Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the district of Manitoulin Island. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

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GUELPH LAND REGISTRY OFFICE (WELLINGTON #61)

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3372
Fax (519)826-3373
8:30 - 5:00

Guelph Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Wellington. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

HAILEYBURY LAND REGISTRY OFFICE (TIMISKAMING #54)

375 Main St
PO Box 159
Haileybury P0J 1K0
General Inquiry (705)672-3332
Fax (705)672-3906
8:30 - 5:00

Haileybury Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Timiskaming district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

HAMILTON LAND REGISTRY OFFICE (WENTWORTH #62)

Ontario Government Bldg
4th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7561
Fax (905)521-7505
8:30 - 5:00

Hamilton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Wentworth. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

KENORA LAND REGISTRY OFFICE (KENORA #23)

220 Main St S
Kenora P9N 1T2
General Inquiry (807)468-2794
Fax (807)468-2796
8:30 - 5:00

Kenora Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Kenora district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

KINGSTON LAND REGISTRY OFFICE (FRONTENAC #13)

1 Court St
Kingston K7L 2N4
General Inquiry (613)548-6767
Fax (613)548-6766
8:30 - 5:00

Kingston Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Frontenac. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry Systen

KITCHENER LAND REGISTRY OFFICE (WATERLOO #58)

3rd Flr, 200 Frederick St
Kitchener N2H 6N9
General Inquiry (519)571-6043
Fax (519)571-6073
8:30 - 5:00

Kitchener Land Registry Office provides registration and client self serve search services under th Registry Act and the Land Titles Act for the geographical area of Waterloo. The land registratio records are fully automated. Access to electronically search automated records is available in thi office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, a order certificates and certified copies of registrations from the Office of the Registrar General ar have their order couriered to Thunder Bay for action.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

L'ORIGNAL LAND REGISTRY OFFICE (PRESCOTT #46)

1020 Victoria St
PO Box 302
L'Orignal K0B 1K0
General Inquiry (613)675-4648
Fax (613)675-1879
8:30 - 5:00

L'Orignal Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Prescott. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

LINDSAY LAND REGISTRY OFFICE (VICTORIA #57)

Provincial Court Bldg
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-4912
Fax (705)324-6290
8:30 - 5:00

Lindsay Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Victoria. Walk-in clients can obtain the following Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

LONDON LAND REGISTRY OFFICE (MIDDLESEX #33)

Unit J, 80 Dundas St
London N6A 6A7
General Inquiry (519)675-7600
(519)675-7612 (Personal Property Security Registration)
Fax (519)675-7611
8:30 - 5:00

London Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Middlesex. The land registration records are fully automated. Remote electronic searching and document submission is available via Teraview and on-site at the LRO. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

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METROPOLITAN TORONTO LAND REGISTRY OFFICE #64

Atrium on Bay
3rd Flr Suite 321, 20 Dundas St W
PO Box 108
Toronto M5G 2C2
General Inquiry (416)314-4400
Fax (416)314-5875
8:30 - 5:00

Metropolitan Toronto Land Registry Office provides registration and client self serve search services under the Registry Act for properties registered under this Act in the geographical area of Metropolitan Toronto (the new City of Toronto). The land registration records are being automated and converted to Land Titles progressively. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System

METROPOLITAN TORONTO LAND REGISTRY OFFICE (LAND TITLES #66)

Atrium on Bay
4th Flr Suite 420, 20 Dundas St W
PO Box 117
Toronto M5G 2C2
General Inquiry (416)314-4430
Fax (416)314-4453
8:30 - 5:00

Metropolitan Toronto Land Registry Office provides registration and client self serve search services under the Registry Act for properties registered under Land Titles for the geographical area

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of Metropolitan Toronto (the new City of Toronto). The land registration records are being automated. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System

MILTON LAND REGISTRY OFFICE (HALTON #20)

491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7287
Fax (905)876-8806
8:30 - 5:00

Milton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Halton. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

MINDEN LAND REGISTRY OFFICE (HALIBURTON #19)

Newcastle St
PO Box 270
Minden K0M 2K0
General Inquiry (705)286-1391
Fax (705)286-4324
8:30 - 5:00

Minden Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Haliburton. In addition, this office provides clerical services for the local court registrar, the court clerk of the provincial division, and the clerk of the small claims court.

MORRISBURG LAND REGISTRY OFFICE (DUNDAS #8)

th St
O Box 645
Morrisburg K0C 1X0
General Inquiry (613)543-2583
ax (613)543-4541
:30 - 5:00

Morrisburg Land Registry Office provides registration and client self serve search services under he Registry Act for the geographical area of Dundas.

NAPANEE LAND REGISTRY OFFICE (LENNOX #29)

Dale's Plaza
Unit 10, 2 Dairy Ave
Napanee K7R 3T1
General Inquiry (613)354-3751
Fax (613)354-1474
8:30 - 5:00

Napanee Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Lennox. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

NEWMARKET LAND REGISTRY OFFICE (YORK REGION #65)

Court House
1st Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)895-1561
Fax (905)895-6517
8:30 - 5:00

Newmarket Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of York Region. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, order certificates and certified copies of registrations from the Office of the Registrar General and have their order couriered to Thunder Bay for action, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

NORTH BAY LAND REGISTRY OFFICE (NIPISSING #36)

Court House
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)474-2270
Fax (705)495-8511
8:30 - 5:00

North Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Nipissing district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries

services, and same day certificates and certified copies of registrations on behalf of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

ORANGEVILLE LAND REGISTRY OFFICE (DUFFERIN #7)

10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-1481
Fax (519)941-6444
8:30 - 5:00

Orangeville Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Dufferin. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

OTTAWA LAND REGISTRY OFFICE (OTTAWA-CARLETON #4)

Court House
4th Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1230
Fax (613)239-1422
8:30 - 5:00

Ottawa Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Ottawa-Carleton. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registrations on behalf of the Office of the Registrar General, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

OWEN SOUND LAND REGISTRY OFFICE (GREY #16)

East Court Plaza
Suites 1 & 2, 1555 16th St E
Owen Sound N4K 5N3
General Inquiry (519)376-1637
Fax (519)376-1639
8:30 - 5:00

Owen Sound Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Grey. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

PARRY SOUND LAND REGISTRY OFFICE (PARRY SOUND #42)

28 Miller St
Parry Sound P2A 1T1
General Inquiry (705)746-5816
Fax (705)746-6517
8:30 - 5:00

Parry Sound Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the district of Parry Sound. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

PEMBROKE LAND REGISTRY OFFICE (RENFREW #49)

400 Pembroke St E
Pembroke K8A 3K8
General Inquiry (613)732-8331
(613)732-8620 (Paging Service)
Fax (613)732-0297
8:30 - 5:00

Pembroke Land Registry Office provides registration and client self serve search services under th Registry Act and the Land Titles Act for Renfrew county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Busine Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

PETERBOROUGH LAND REGISTRY OFFICE (PETERBOROUGH #45)

South Tower
2nd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1342
Fax (705)755-1343
8:30 - 5:00

Peterborough Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Peterborough. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

PICTON LAND REGISTRY OFFICE (PRINCE EDWARD #47)

Pitt St
PO Box 1310
Picton K0K 2T0
General Inquiry (613)476-3219
Fax (613)476-7908
:30 - 5:00

Picton Land Registry Office provides registration and client self serve search services under the Registry Act for Prince Edward County. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

ervices offered to the Public:
egistration of security interests under Personal Property Security Act and Repair and Storage iens Act
earching/enquiring against debtors in the Personal Property Security Registration Enquiry System

PRESCOTT LAND REGISTRY OFFICE (GRENVILLE #15)

499 Centre St
PO Box 1660
Prescott K0E 1T0
General Inquiry (613)925-3177
Fax (613)925-0302
8:30 - 5:00

Prescott Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Grenville.

RUSSELL LAND REGISTRY OFFICE (RUSSELL #50)

1122 Concession St
PO Box 10
Russell K4R 1C8
General Inquiry (613)445-2138
Fax (613)445-0614
8:30 - 5:00

Russell Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Russell

SARNIA LAND REGISTRY OFFICE (LAMBTON #25)

Court House
Suite 102, 700 N Christina St
Sarnia N7V 3C2
General Inquiry (519)337-2393
Fax (519)337-8371
8:30 - 5:00

Sarnia Land Registry Office provides registration and client self serve search services under the Registry Act for Lambton county. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations, certain Business Corporation Act transaction and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry Syste

SAULT STE MARIE LAND REGISTRY OFFICE (ALGOMA #1)

420 Queen St E
PO Box 550
Sault Ste Marie P6A 5M8
General Inquiry (705)253-8887
Fax (705)253-9245
8:30 - 5:00

Sault Ste Marie Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Algoma district. Walk-in clients can obtain th following additional services: Personal Property Security Registration registrations and inquiries

services, certain Business Corporation Act transactions and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

SIMCOE LAND REGISTRY OFFICE (NORFOLK #37)

Court House
2nd Flr, 530 Queensway W
PO Box 9
Simcoe N3Y 4K8
General Inquiry (519)426-2216
Fax (519)426-9627
8:30 - 5:00

Simcoe Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Norfolk county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

ST CATHARINES LAND REGISTRY OFFICE (NIAGARA N #30)

59 Church St
St Catharines L2R 3C3
General Inquiry (905)684-6351
Fax (905)684-5874
8:30 - 5:00

St Catharines Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Niagara North. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

ST THOMAS LAND REGISTRY OFFICE (ELGIN #11)

Court House Block
4 Wellington St
St Thomas N5R 2P2
General Inquiry (519)631-3015
Fax (519)631-8182
Fax (519)633-4471 (PPSR)
8:30 - 5:00

St Thomas Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Elgin county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

STRATFORD LAND REGISTRY OFFICE (PERTH #44)

5 Huron St
Stratford N5A 5S4
General Inquiry (519)271-3343
Fax (519)271-2550
8:30 - 5:00

Stratford Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Perth county. The Land Registration Records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

SUDBURY LAND REGISTRY OFFICE (SUDBURY #53)

Suite 301, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4300
Fax (705)564-4148
8:30 - 5:00

Sudbury Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the Sudbury district. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registrations on behalf of the Office of the Registrar General, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

THUNDER BAY LAND REGISTRY OFFICE (THUNDER BAY #55)

2nd Flr Suite 201, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7436
Fax (807)343-7439
8:30 - 5:00

Thunder Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Thunder Bay district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporations Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

WALKERTON LAND REGISTRY OFFICE (BRUCE #3)

203 Cayley St
PO Box 1690
Walkerton N0G 2V0
General Inquiry (519)881-2259
Fax (519)881-2322
8:30 - 5:00

Walkerton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Bruce county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

WELLAND LAND REGISTRY OFFICE (NIAGARA S #59)

200 Division St
Welland L3B 4A2
General Inquiry (905)735-4011
Fax (905)735-2430
8:30 - 5:00

Welland Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Niagara South. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

WHITBY LAND REGISTRY OFFICE (DURHAM #40)

590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)665-4007
Fax (905)665-5247
8:30 - 5:00

Whitby Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Durham. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registration on behalf of the Office of the Registrar General and online access for registration purposes to Ontatio Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

WINDSOR LAND REGISTRY OFFICE (ESSEX #12)

3rd Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)971-9980
(519)971-9976 (Personal Property Security Registration)
Fax (519)971-9937
8:30 - 5:00

Windsor Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Essex county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

WOODSTOCK LAND REGISTRY OFFICE (OXFORD #41)

75 Graham St
Woodstock N4S 6J8
General Inquiry (519)537-6287
Fax (519)537-3107
8:30 - 5:00

Woodstock Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Oxford county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

AGENCIES, BOARDS AND COMMISSIONS

ALCOHOL AND GAMING COMMISSION OF ONTARIO

Atrium on Bay
20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
Toll Free 1-800-522-2876
www.agco.on.ca
8:30 - 5:00

The **Alcohol** and **Gaming** Commission of Ontario (AGCO) is a regulatory body having jurisdiction over the Gaming Control Act, 1992, **Liquor Licence** Act and the **Wine** Content Act. Pursuant to these Acts, the AGCO licences and regulates **charitable** and **casino** gaming, lottery schemes, bingos, raffles, break open tickets as well as casino **employees** and suppliers of goods and services to casinos. Further, the AGCO licences and regulates the sale and service of liquor and liquor licenced premises and Special Occasion **Permit** events.

REGIONAL OFFICES

REGION # 1 - WESTERN (LONDON)
2nd Flr Suite 201, 150 Dufferin St
London N6A 4N6
General Inquiry (519)675-7746
Fax (519)675-3325
8:30 - 5:00

AGCO - WINDSOR OFFICE
2nd Flr, 1100 University Ave W
Windsor N9A 5S7
General Inquiry (519)258-6385
Fax (519)258-7282
8:30 - 5:00

REGION # 2 - TORONTO WEST (TORONTO)
Atrium on Bay
8th Flr, 20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
Fax (416)326-0300
8:30 - 5:00

AGCO - NIAGARA FALLS OFFICE
Acres House
4th Flr Suite 219, 4342 Queen St
Niagara Falls L2E 7J7
General Inquiry (905)374-5955
Fax (905)374-5953
8:30 - 5:00

REGION # 3 - TORONTO EAST (TORONTO)
Atrium on Bay
8th Flr, 20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
Fax (416)326-0300
8:30 - 5:00

AGCO - ORILLIA OFFICE
Cottage C
3rd Flr Cottage, Huronia Centre
Orillia L0K 1T0
General Inquiry (705)329-5045
Fax (705)329-5050
8:30 - 5:00

REGION # 4 - EASTERN (OTTAWA)
Emerald Plaza
5th Flr, Suite 500, 1547 Merivale Rd
Nepean K2G 4V3
General Inquiry (613)274-0121
Fax (613)274-0122
8:30 - 5:00

AGCO - BROCKVILLE OFFICE
Suite 204, 133 King St W
Brockville K6V 6Z1
General Inquiry (613)498-6222
Fax (613)498-1021
8:30 - 5:00

REGION # 5 - NORTHERN (SAULT STE MARIE)
The Queens Ctr
Suite 203, 477 Queen St E
Sault Ste Marie P6A 1Z5
General Inquiry (705)946-6552
Fax (705)946-6557
8:30 - 5:00

AGCO - SUDBURY OFFICE
Suite 1001, 199 Larch St
Sudbury P3E 5P6
General Inquiry (705)564-6886
Fax (705)564-6898
8:30 - 5:00

AGCO - THUNDER BAY OFFICE
Suite 206, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7527
Fax (807)343-7524
8:30 - 5:00

COMMERCIAL REGISTRATION APPEAL TRIBUNAL

CIBC Bldg
12th Flr, 1 St Clair Ave W
Toronto M4V 1K6
General Inquiry (416)314-4260
Fax (416)314-4270
8:15 - 4:30

The Commercial **Registration Appeal** Tribunal (CRAT) is an independent body, authorized in 1970 under the Ministry of Consumer and Commercial Relations Act, to hear appeals under the following 16 Acts: **Bailiffs** Act, **Business** Practices Act, **Cemeteries** Act, **Collection Agencies** Act, Consumer Protection Act, Consumer Reporting Act, Discriminatory Business Practices Act, **Funeral** Directors and Establishments Act, Ministry of Consumer and Commercial Relations Act, **Motor Vehicle** Dealers Act, Ontario New Home Warranties Plan Act, Paperback and **Periodical** Distributors Act, **Real Estate** and Business Brokers Act, **Travel** Industry Act, **Upholstered and Stuffed Articles** Act, and the **Building Code** Act.

Services offered to the Public:
Appeal Tribunal

LIQUOR CONTROL BOARD OF ONTARIO

55 Lake Shore Blvd E
Toronto M5E 1A4
Toll Free 1-800-668-5226
www.lcbo.com

The **Liquor** Control Board controls the production, importation, distribution and sale of **alcoholic** beverages in Ontario.

Services offered to the Public:
IMAGE Books
LCBO Brand List With Vendor and Agent Names
LCBO List of Consignment Agents
LCBO Ontario Agent List
LCBO People Places Numbers
LCBO Store Name and Address Directory

ONTARIO BOARD OF FUNERAL SERVICES

Suite 2810, 777 Bay St
PO Box 117
Toronto M5G 2C8
General Inquiry (416)979-5450
Toll Free 1-800-387-4458 (Province-Wide)
Fax (416)979-0384

The Ontario Board of **Funeral** Services is an independent, industry-financed, non-share corporation that regulates the funeral industry by administering the Funeral Directors and Establishments Act. The Board of Funeral Services was established in 1976 by section 3 of the Act, with a principal objective of regulating the practices of funeral directors and persons who operate funeral establishments and transfer services in accordance with the Act, the regulations and the bylaws, in order that the public interest may be served and protected. Consumers may make a claim against a **compensation** fund if prepaid services were not received. The board can mediate **consumer complaints**, and where **mediation** is not successful, a Complaints Committee adjudicates complaints.

Services offered to the Public:
Board of Funeral Services

ONTARIO RACING COMMISSION

9th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)327-0520
Fax (416)325-3478
8:30 - 5:00

The Ontario **Racing** Commission (ORC) was established under the Racing Commission Act in 1950 to govern, direct, control and regulate horse racing in the province. The **ORC** licenses all race track operators, teletheatre locations and all racing participants. Rules of racing are developed and enforced by the ORC, which holds public **hearings** on any **appeals** or rulings issued by Commission Judges or Stewards officiating at races. The ORC also approves the dates a race track can operate. The ORC can be contacted to provide information regarding when and where racing is being conducted, **licensing** requirements and any general inquiries on the racing and breeding industry.

Services offered to the Public:
Information Services
Licence to Participate in Racing

ACTS

Alcohol and Gaming Regulation and Public Protection Act, 1996
Amusement Devices Act
Apportionment Act
Assignments and Preferences Act
Athletics Control Act
Bailiffs Act
Boilers and Pressure Vessels Act
Boundaries Act
Business Corporations Act
Business Names Act
Business Practices Act

Business Regulation Reform Act, 1994
Cemeteries Act (Revised)
Certification of Titles Act
Change of Name Act
Collection Agencies Act
Condominium Act
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Corporations Act
Corporations Information Act
Debt Collectors Act
Discriminatory Business Practices Act
Electronic Registration Act, 1991
Elevating Devices Act
Energy Act
Extra-Provincial Corporations Act
Factors Act
Funeral Directors and Establishments Act
Gaming Control Act, 1992
Gasoline Handling Act
Land Registration Reform Act
Land Titles Act
Limited Partnerships Act
Liquor Control Act
Liquor Licence Act
Loan Brokers Act, 1999
Marriage Act
Ministry of Consumer and Commercial Relations Act
Motor Vehicle Dealers Act
Motor Vehicle Repair Act
Ontario New Home Warranties Plan Act
Operating Engineers Act
Paperback and Periodical Distributors Act
Partnerships Act
Personal Property Security Act
Petroleum Products Price Freeze Act, 1975 (unconsolidated and unrepealed)
Prepaid Service Act
Racing Commission Act
Real Estate and Business Brokers Act
Registry Act
Repair and Storage Liens Act
Residential Complex Sales Representation Act
Retail Business Holidays Act
Safety & Consumer Statutes Administration Act, 1996
Theatres Act
Travel Industry Act
Upholstered and Stuffed Articles Act
Vital Statistics Act
Wine Content Act

MINISTRY OF CORRECTIONAL SERVICES

Suite 600, 56 Wellesley St W
Toronto M7A 1C1
General Inquiry (416)327-9911
Fax (416)327-6526

The Ministry of Correctional Services is responsible for the provision of a wide range of custodial and community-based services for both adult and young offenders. The ministry has 4 regional offices, 23 jails, 9 detention centres, 8 correctional centres, 3 treatment centres, 127 probation and parole offices, 16 secure custody/detention young offender units, 48 open custody centres for young offenders, and the Operations Directorate.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Suite 600, 56 Wellesley St W
Toronto M7A 1C1
General Inquiry (416)326-5010
Fax (416)326-3200
www.corrections.mcs.gov.on.ca

The Ministry contributes to the protection of public safety through effective supervision of adult and young offenders in community and institutional settings. With a variety of strategic communications services, the Communications Branch supports the ministry's policies and programs. The Communications Branch coordinates media conferences, events and interviews for the Minister of Correctional Services and senior ministry officials. It provides advice on communications planning and tactics, and produces statements, media releases, speeches, public service announcements and related materials. Specialized units are dedicated to strategic communications, issues coordination and correspondence management. All information material for the media and the public are available in English and French.

INDEPENDENT INVESTIGATION UNIT

2nd Flr, 880 Bay St
Toronto M5S 1Z8
General Inquiry (416)326-5070
Toll Free 1-800-463-9760
Fax (416)326-5029
9:00 - 5:00

The Independent Investigation Unit (IIU) investigates allegations that the Workplace Discrimination and Harassment Prevention (WDHP) Operating Policy has been violated by employees in the Ministry of the Solicitor General (excluding allegations against police officers) or by employees of the Ministry of Correctional Services. The IIU also investigates allegations that employees of the Ministry of Correctional Services have committed sexual improprieties against clients of the ministry, a process separate from the IIU's role in investigating alleged violations of the WDHP Operating Policy.

LEGAL SERVICES BRANCH

18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3509
(705)329-6881 (Orillia)
Fax (416)314-3518
Fax (705)329-6882 (Orillia)
8:30 - 5:00

The Legal Services Branch advises the Ministry of Correctional Services on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations, contracts and other legal documents. It supplies general legal services such as preparing litigation, settling claims, providing legal opinions, appearing at court hearings, administrative tribunals and inquests. The branch is staffed by employees of the Attorney General's Office. A Legal Services office is also located at 777 Memorial Avenue, Lincoln M. Alexander Bldg., Orillia L3V 7V3.

CORRECTIONS

ADULT INSTITUTIONAL SERVICES

12th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-9911
Fax (416)327-3849
8:30 - 5:00

The Adult Institutional Services (AIS) stream develops, reviews and revises policies and procedures for the supervision of incarcerated adult **offender**s. It also provides coordination and support to regional and field personnel in the development, operation and evaluation of programs and services in adult correctional facilities. The AIS assistant deputy minister has the following direct reports: Operational Support and Standards; Correctional Staff Relations; Infrastructure Renewal Project; Transition Planning; Offender Transportation Project; and four Regional Offices.

CORRECTIONAL STAFF RELATIONS

12th Flr, 101 Bloor St
Toronto M5S 2Z7
General Inquiry (416)327-2416
Fax (416)327-8807
8:30 - 4:45

The Correctional Staff Relations is responsible for providing advice and consultation on a wide range of human resources issues for the Ministry of Correctional Services.

INFRASTRUCTURE RENEWAL PROJECT

7th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-1464
Fax (416)327-1470
8:30 - 5:00

The mandate of the Infrastructure Renewal Project is to renew (rebuild/retrofit) the existing institution corrections infrastructure by establishing a system of cost efficient institutions that would provide greater equity in correctional services throughout the province and enhance public safety by establishing safer and more secure facilities.

OFFENDER TRANSPORTATION PROJECT

7th Flr Suite 704, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)675-7757
Fax (519)679-0699
8:30 - 4:45

The Offender Transportation Project is to analyze and consult with all stakeholders and recommend options for transportation of inmates to court, between institutions, and into the community. Public safety paramount and freeing up line police from transport duties are major requirements.

OFFENDER TRANSFER UNIT

7th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-6547
Fax (416)327-1817
8:30 - 5:00

The **Offender** Transfer Unit oversees the transfer, classification and reclassification of adult offenders to correctional settings that most appropriately meet their program and custodial needs. The unit manages federal penitentiary placement, Canadian Police Information Centre authorization, **interprovincial** and **international** transfers. It also provides training, advice and consultation to institutional staff in the classification and transfer process.

OFFICE OF THE PROVINCIAL COORDINATOR, ASSESSMENT, PLACEMENT AND TRANSFER

Bldg C
171 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)314-5815
Fax (416)314-5822
8:30 - 4:45

The Office of the Provincial Coordinator, Assessment, Placement and Transfer coordinates assessments, placements and transfers for the ministry's **young offender** secure detention/**custody** system.

TRANSITION PLANNING

900 Highbury Ave
PO Box 5452
London N6A 4L6
General Inquiry (519)452-6803
Fax (519)452-6825
8:30 - 5:00

The Transition Planning unit is to develop plans and strategies to decommission closing institutions and open new institutions. This includes all operational, staffing, administrative and program issues related to the seamless transition of this ministry.

COMMUNITY AND YOUNG OFFENDER SERVICES

12th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-9911
Fax (416)327-0478
8:30 - 5:00

The **Community** and **Young Offender** Services stream is responsible for supervising all adult offenders 18 years and over who are on **probation**, conditional sentence or provincial **parole**. Community and Young Offender Services is also responsible for supervising young people aged 16 and 17 who are placed in secure or open custody, in community on probation or alternative measures. Probation and parole officers work closely with all courts of criminal jurisdiction in Ontario and with the Ontario Board of Parole (OBP). Probation and parole staff supply pre-sentence, pre-disposition and progress reports to judges, pre-parole reports to the OBP; supervision, assistance to probationers, offenders on conditional sentence, parole, young offenders and former offenders who need assistance after release. Staff offer counselling and guidance in life skills, alcohol and substance abuse, job search techniques, street management and interpersonal skills.

FINANCE AND BUSINESS SYSTEMS

12th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8614
Fax (416)327-6526
8:30 - 5:00

The Finance and Business Systems office provides leadership in financial controllership, planning, analysis, technical and other financial services to Correctional Services, through direct delivery of service or through service managed contracts. The operational streams reporting to the Director, Finance and Business Streams include Financial Resources Unit, Technology Coordination Unit, TRILCOR Industries, Integrated Justice Project, and Supply Management.

FINANCIAL RESOURCES UNIT

14th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-6549
Fax (416)327-2435
8:30 - 5:00

The Financial Resources Unit, under the direction of the Director, Finance and Business Systems, is responsible for providing financial planning, analysis, advice, expertise, performance management, and information systems to support the Business Plan.

INTEGRATED JUSTICE PROJECT

6th Flr, 55 York St
Toronto M5J 1R7
General Inquiry (416)326-2576
Fax (416)326-4797
8:30 - 5:00

The Ministries of the Solicitor General and Correctional Services, along with the Ministry of the Attorney General, have joined with leading information technology companies to work toward the development of a more efficient and effective justice system. The Corrections Team will aim to improve the corrections system by exploiting technology and information throughout the justice system.

TECHNOLOGY COORDINATION UNIT

14th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-0721
Fax (416)327-2435
8:30 - 5:00

The Technology Coordination Unit provides technology planning and support service to increase the use of technology in Correctional Services and ensure that maximum benefits are derived from technology investments. The unit also provides advice and support to the assistant deputy ministers, divisional managers and staff; and the Integrated Justice Information Technology Division on technology matters affecting the Ministry of Correctional Services. Regarding offender systems such as the Offender Management System, the unit helps to define user requirements and resolve operational and policy issues related to technology projects. The unit also participates in project approvals, the development of training plans, field communications and the coordination of system change testing by users (User Acceptance Testing).

TECHNOLOGY COORDINATION UNIT - NORTH BAY
4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3399
Fax (705)494-3347
8:30 - 4:30

TRILCOR INDUSTRIES

Unit 6, 17 Wilson Dr
Milton L9T 3J7
General Inquiry (905)876-8807
Fax (905)876-8813
8:00 - 4:30

The mandate of Trilcor is to contribute to **offender rehabilitation** and public safety by providing adult offenders with opportunities to learn work-related skills and responsibilities. This provides offenders with viable **employment** skills, improved self-esteem, respect for community and enhanced social skills.

BELL CAIRN STAFF DEVELOPMENT CENTRE

467 Beach Blvd
Hamilton L8H 6W8
General Inquiry (905)548-5000
Fax (905)548-5001
8:30 - 4:30

As part of the Ministry of Correctional Services, Bell Cairn Staff Development Centre provides **training** and development programs through a variety of mediums as well as consultation and organizational enhancement for all ministry staff, and training for private correctional agencies under contract to the ministry. This includes basic training for correctional officers, probation and parole officers, in addition to a wide range of professional development and management training programs. The centre has produced a variety of training materials and guide books which are available to training personnel from other ministries.

OFFICE OF THE ANTI-RACISM COORDINATOR

c/o Bell Cairn Centre
467 Beach Blvd
Hamilton L8H 6W8
General Inquiry (905)548-5054
Fax (905)548-5040
8:30 - 4:30

The functions of the Office of the **Anti-Racism** Coordinator is to address anti-**discrimination** and multiculturalism issues throughout the Ministry of Correctional Services and to monitor and assist the ministry to implement related initiatives. It also recommends anti-discrimination strategies for the correctional system to the Assistant Deputy Ministers.

INFORMATION MANAGEMENT UNIT

4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3366
Fax (705)494-3009
8:00 - 5:00

The Information Management Unit is responsible for the research and preparation of correspondence and briefing materials on operational issues within the Ministry of Correctional Services. As well, it is responsible for liaising with Correctional Service Canada in preparing materials for the Deputy Minister and Assistant Deputy Ministers for the Canada-wide, Heads of Corrections and Federal/Provincial/Territorial meetings related to correctional matters.

PROGRAM EVALUATION

4th Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3340
Fax (705)474-3389
8:30 - 5:00

The Coordinator of Program Evaluation is responsible for developing a strategic framework for the evaluation of direct service offender programs, as well as other ministry activities fitting a broader corporate program definition (e.g. new infrastructure implementation, culture change initiatives). The Coordinator also plans, supervises, and coordinates the design, implementation, analysis and reporting for complex evaluative studies; monitors process and outcome results of local and corporate evaluations; work with program providers to develop action plans for program correction; and provides the tools and assistance to program providers so that they might realistically evaluate programs.

RESEARCH AND STATISTICS

3rd Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3352
Fax (705)494-3364
8:00 - 5:00

The Research and Statistic unit provides consultation and advice on psychological and risk management issues across the two core business streams. A proven objective risk assessment instrument, the Level of Service Inventory-Ontario Revision (LSI-OR), is the centerpiece of the

offender risk assessment process and is used to guide decisions relating to classification, placement, program participation, supervision and conditional release.

REGIONAL OFFICES

CENTRAL REGION
Bldg C
171 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)314-0520
Fax (416)314-5535
Fax (416)314-8388 (Community & Young Offender Services)
Fax (416)314-0527 (Adult Institutional Services)
8:30 - 4:45

EASTERN REGION
2nd Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7350
Fax (613)531-8496 (Community & Young Offender Services)
Fax (613)544-6460 (Adult Institutional Services)
8:30 - 5:00

NORTHERN REGION
4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3430
Fax (705)494-3436 (Community & Young Offender Services, HR)
Fax (705)494-3435 (Adult Institutional Services)
8:30 - 5:00

WESTERN REGION
7th Flr Suite 704, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)675-7757
Fax (519)679-0699
8:30 - 5:00

INSTITUTIONS

CORRECTIONAL CENTRES

BURTCH CORRECTIONAL CENTRE
258 Burtch Rd
PO Box 940
Brantford N3T 5S6
General Inquiry (519)484-2461
Fax (519)484-2131 (Records)
Fax (519)484-2587 (Administration)
8:00 - 4:00

GUELPH CORRECTIONAL CENTRE
785 York Rd
PO Box 3600
Guelph N1H 6P3
General Inquiry (519)822-0020
Fax (519)763-6586 (Superintendent's Office)
Fax (519)822-0591 (Business Office)
8:00 - 4:30

MAPLEHURST CORRECTIONAL COMPLEX
661 Martin St
PO Box 10
Milton L9T 2Y3
General Inquiry (905)878-8141
Fax (905)878-1572 (Records/General)
Fax (905)878-5363 (Superintendent's Office)
8:30 - 4:30

MILLBROOK CORRECTIONAL CENTRE
King St W
PO Box 300
Millbrook L0A 1G0
General Inquiry (705)932-2624
Fax (705)932-2962
Fax (705)932-2081 (Superintendent's Office)
8:00 - 4:30

MIMICO CORRECTIONAL CENTRE
130 Horner Ave
Toronto M8Z 4X8
General Inquiry (416)314-9600
Fax (416)314-4734 (Records)
Fax (416)314-9698 (Top Flr Bldg 4)
Fax (416)314-9606 (Superintendent's Office)
8:15 - 4:30

MONTEITH CORRECTIONAL COMPLEX
Junction Hwy 11 & 577
PO Box 90
Monteith P0K 1P0
General Inquiry (705)232-4092
Fax (705)232-5704 (Superintendent)
Fax (705)232-4530 (Administration)
8:30 - 4:15

NORTHERN TREATMENT CENTRE
800 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)946-0995
Fax (705)946-2925 (Superintendent's Office)
Fax (705)946-4047 (Deputy Superintendent's Office)
Fax (705)946-0366 (Inmate Records Office)
Fax (705)946-0314 (Administration Office)
8:15 - 4:30

ONTARIO CORRECTIONAL INSTITUTE
109 McLaughlin Rd S
Brampton L6Y 2C8
General Inquiry (905)457-7050
Fax (905)452-8606
Fax (905)874-4051 (Superintendent)
8:15 - 4:30

RIDEAU CORRECTIONAL AND TREATMENT CENTRE
4707 County Rd 2
RR 3
Merrickville K0G 1N0
General Inquiry (613)269-4771
Fax (613)269-3583 (Business Office/ Records)
Fax (613)269-2088 (Treatment Services Bldg)
Fax (613)269-3235 (Superintendent's Office)
8:00 - 4:00

THUNDER BAY CORRECTIONAL CENTRE
Hwy 61 S
PO Box 1900
Thunder Bay P7C 4Y4
General Inquiry (807)475-8401
Fax (807)475-9240
8:15 - 4:30

VANIER CENTRE FOR WOMEN
205 McLaughlin Rd S
PO Box 1150
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)452-8522
8:15 - 4:30

DETENTION CENTRES

ELGIN-MIDDLESEX DETENTION CENTRE
711 Exeter Rd
London N6E 1L3
General Inquiry (519)686-1922
General Inquiry (519)686-9957 (Young Offender Unit)
Fax (519)661-2206 (Shift Manager's Office)
Fax (519)686-0352 (Business Office)
Fax (519)686-5265 (Superintendent's Office)
Fax (519)661-2205 (Program Department)
Fax (519)686-4178 (Health Care Department)
8:30-4:15

HAMILTON-WENTWORTH DETENTION CENTRE
165 Barton St E
Hamilton L8L 2W6
General Inquiry (905)523-8800
General Inquiry (905)523-8079 (Young Offender Unit)
Fax (905)529-0977 (Superintendent's Office)
Fax (905)523-8596 (Social Services)
Fax (905)523-0998 (Records/Accounts)
8:30 - 4:30

METROPOLITAN TORONTO EAST DETENTION CENTRE
55 Civic Rd
Scarborough M1L 2K9
General Inquiry (416)750-3513
Fax (416)750-3345 (Superintendent's Office)
Fax (416)750-9131 (Business Office)
Fax (416)752-2787 (Classification Office)
Fax (416)750-4748 (Records Office)
8:30 - 4:30

METROPOLITAN TORONTO WEST DETENTION CENTRE
111 Disco Rd
PO Box 4950
Rexdale M9W 5L6
General Inquiry (416)675-1806
Fax (416)674-7515 (Records/Classification/ West Wing/Maintenance/Kitchen/Laundry)
Fax (416)675-0800 (Operational Managers, East Wing/Health Care/Scheduling/Staff Training/Recreation/Staff Services)
Fax (416)675-9942 (Superintendent/ Administration/Security Dept)
8:30-4:30

NIAGARA DETENTION CENTRE
Hwy 58 1355 Uppers Lane
PO Box 1050
Thorold L2V 4A6
General Inquiry (905)227-6321
Fax (905)227-0032 (Superintendent's Office)
Fax (905)227-2986 (Records Department)
8:30 - 4:30

OTTAWA-CARLETON DETENTION CENTRE
2244 Innes Rd
Ottawa K1B 4C4
General Inquiry (613)824-6080
Fax (613)824-1297
8:00 - 4:00

QUINTE DETENTION CENTRE
89 Richmond Blvd
Napanee K7R 3S1
General Inquiry (613)354-9701
Fax (613)354-9114 (Superintendent's Office)
Fax (613)354-6128 (Records Department)
8:30 - 4:30

WATERLOO DETENTION CENTRE
182 Hespeler Rd
PO Box 307
Cambridge N1R 5V2
General Inquiry (519)740-5979
Fax (519)740-5983 (Records)
Fax (519)740-5990 (Superintendent)
8:00 - 4:30

WELLINGTON DETENTION CENTRE
588 Stone Rd E
PO Box 870
Guelph N1H 6M6
General Inquiry (519)837-2400
Fax (519)837-3548
7:45 - 4:30

JAILS

BARRIE JAIL
87 Mulcaster St
PO Box 224
Barrie L4M 4T2
General Inquiry (705)739-6613
Fax (705)739-6617 (General Fax)
Fax (705)725-7269 (Superintendent's Office)
8:30 - 4:30

BRANTFORD JAIL
105 Market St
Brantford N3T 6A9
General Inquiry (519)752-6578
Fax (519)752-7461
8:00 - 4:30

BROCKVILLE JAIL
10 Wall St
Brockville K6V 4R9
General Inquiry (613)342-1456
Fax (613)342-9004 (Confidential)
Fax (613)342-0962
8:15 - 4:15

CHATHAM JAIL
17 Seventh St
Chatham N7M 4J9
General Inquiry (519)352-0150
Fax (519)351-3578
8:00 - 4:30

CORNWALL JAIL
7 Water St W
PO Box 1418
Cornwall K6H 5V5
General Inquiry (613)932-5720
Fax (613)932-9461
8:00 - 4:00

FORT FRANCES JAIL
310 Nelson St
Fort Frances P9A 1B1
General Inquiry (807)274-7708
Fax (807)274-3304
8:15 - 4:00

KENORA JAIL
1430 River St
Kenora P9N 1K5
General Inquiry (807)468-2871
Fax (807)468-2876
8:00 - 4:00

LINDSAY JAIL
50 Victoria Ave N
Lindsay K9V 4G3
General Inquiry (705)324-3792
General Inquiry (705)324-4333
Fax (705)328-1656
8:00 - 4:30

MONTEITH JAIL
Junction Hwy 11 & 577
PO Box 90
Monteith P0K 1P0
General Inquiry (705)232-4092
Fax (705)232-5704 (Superintendent's Office)
Fax (705)232-4530 (Administration)
8:00 - 4:45

NORTH BAY JAIL
2550 Trout Lake Rd
North Bay P1B 7S7
General Inquiry (705)472-8115
Fax (705)495-3817 (Operations)
Fax (705)472-3803 (Administration)
8:30 - 4:45

OWEN SOUND JAIL
1237 Third Ave E
PO Box 517
Owen Sound N4K 5R1
General Inquiry (519)376-0435
Fax (519)376-7927
8:30 - 4:45

PARRY SOUND JAIL
91 James St
Parry Sound P2A 1T7
General Inquiry (705)746-6218
Fax (705)746-5255
8:15 - 4:30

PEMBROKE JAIL
297 Pembroke St E
Pembroke K8A 3K2
General Inquiry (613)735-0647
Fax (613)735-2741
8:30 - 4:30

PETERBOROUGH JAIL
Courthouse (Rear)
Sheridan St & Brock St
PO Box 1480
Peterborough K9J 7H7
General Inquiry (705)745-1982
Fax (705)745-1993
8:30 - 4:30

SARNIA JAIL
700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-3261
Fax (519)336-6505
8:15 - 4:30

SAULT STE MARIE JAIL
145 McNabb St
PO Box 340
Sault Ste Marie P6A 5L8
General Inquiry (705)256-3020
Fax (705)256-3028
8:30 - 4:30

STRATFORD JAIL
30 St Andrew St
Stratford N5A 1A3
General Inquiry (519)271-2180
Fax (519)273-1938
8:00 - 4:00

SUDBURY JAIL
181 Elm St W
Sudbury P3C 1T8
General Inquiry (705)564-4150
Fax (705)564-4157
Fax (705)564-4133 (Superintendent's Office)
8:00 - 4:30

THUNDER BAY JAIL
285 McDougall St
PO Box 2806
Thunder Bay P7B 5G3
General Inquiry (807)345-7364
General Inquiry (807)345-8483 (Inmate Records Dept)
Fax (807)345-0390
8:30 - 4:30

TORONTO JAIL
550 Gerrard St E
Toronto M4M 1X6
General Inquiry (416)325-8600
Fax (416)325-3035 (Records)
Fax (416)325-4453 (Social Services)
Fax (416)325-3284 (Health Care Unit)
Fax (416)325-8616 (Superintendent's Office)
8:30 - 4:30

WALKERTON JAIL
209 Cayley St
Walkerton N0G 2V0
General Inquiry (519)881-3442
Fax (519)881-2182
8:15 - 4:30

WHITBY JAIL
200 Victoria St W
Whitby L1N 6G3
General Inquiry (905)668-7791
Fax (905)668-8388
8:30 - 4:00

WINDSOR JAIL
378 Brock St
PO Box 7038
Windsor N9C 3Y6
General Inquiry (519)973-1324
Fax (519)973-1376
8:00 - 4:00

YOUTH CENTRES

BLUEWATER YOUTH CENTRE
Hwy 21 S
PO Box 71
Goderich N7A 3Y8
General Inquiry (519)524-2107
Fax (519)524-6933
Fax (519)524-5737 (Superintendent's Office)
8:30 - 4:30

BROCKVILLE JAIL, YOUNG OFFENDERS UNIT
10 Wall St
Brockville K6V 4R9
General Inquiry (613)342-1456
Fax (613)342-0962
8:30 - 4:30

BROOKSIDE YOUTH CENTRE
390 King St E
PO Box 159
Cobourg K9A 4K6
General Inquiry (905)372-5451
Fax (905)372-7788
8:00 - 4:00

CECIL FACER YOUTH CENTRE
Box 850 Stn B
Sudbury P3E 4S3
General Inquiry (705)522-1250
Fax (705)522-7715 (Records/Business Office)
Fax (705)522-6017 (Administration/ Personnel)
8:00 - 4:00

ELGIN-MIDDLESEX DETENTION CENTRE, YOUNG OFFENDERS UNIT
711 Exeter Rd
London N6E 1L3
General Inquiry (519)686-1922x248
Fax (519)686-9957
8:00 - 4:00

HAMILTON-WENTWORTH DETENTION CENTRE, YOUNG OFFENDERS UNIT
165 Barton St E
Hamilton L8L 2W6
General Inquiry (905)523-8800
Fax (905)523-8079
8:30 - 4:30

KENORA JAIL, YOUNG OFFENDERS UNIT
1430 River St
Kenora P9N 1K5
General Inquiry (807)468-2871
Fax (807)468-2876
8:00 - 4:00

OTTAWA-CARLETON DETENTION CENTRE, YOUNG OFFENDERS UNIT
2244 Innes Rd
Ottawa K1B 4C4
General Inquiry (613)824-6080
Fax (613)824-1297
8:00 - 4:00

PROJECT TURNAROUND
PO Box 130
Moonstone L0K 1N0
General Inquiry (705)835-0200
Fax (705)835-0201
8:00 - 4:00

QUINTE DETENTION CENTRE, YOUNG OFFENDERS UNIT
89 Richmond Blvd
Napanee K7R 3S1
General Inquiry (613)354-9701
Fax (613)354-6128 (Records Office)
Fax (613)354-9114 (Superintendent's Office)
8:30 - 4:30

SAULT STE MARIE JAIL, YOUNG OFFENDERS UNIT
145 McNabb St
PO Box 340
Sault Ste Marie P6A 5L8
General Inquiry (705)256-3020
Fax (705)256-3028
8:30 - 4:30

SPRUCEDALE YOUTH CENTRE
660 Ireland Rd
PO Box 606
Simcoe N3Y 4L8
General Inquiry (519)426-3561
Fax (519)428-1407
8:30 - 4:30

THUNDER BAY CORRECTIONAL CENTRE, YOUNG OFFENDERS UNIT
Hwy 61 S
PO Box 1900
Thunder Bay P7C 4Y4
General Inquiry (807)475-8401
Fax (807)475-9240
8:15 - 4:30

TORONTO YOUTH ASSESSMENT CENTRE
130 Horner Ave
Etobicoke M8Z 4X8
General Inquiry (416)314-0800
Fax (416)314-0822
9:00 - 5:00

VANIER CENTRE FOR WOMEN, YOUNG OFFENDERS UNIT
205 McLaughlin Rd S
PO Box 1150
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)452-8522 (Superintendent's Office)
8:15 - 4:30

WINDSOR JAIL, YOUNG OFFENDERS UNIT
378 Brock St
PO Box 7038
Windsor N9C 3Y6
General Inquiry (519)973-1324
Fax (519)973-1376
8:00 - 4:00

METRO TORONTO PROBATION & PAROLE OFFICES

BLACK CREEK
Suite 509, 2065 Finch Ave W
Downsview M3N 2V7
General Inquiry (416)314-9531
Fax (416)314-9599
8:30 - 4:45

DANFORTH
3211 Danforth Ave
Toronto M1L 1B8
General Inquiry (416)327-0480
Fax (416)327-0490
8:30 - 4:45

DON MILLS
Suite 200, 109 Railside Rd
Don Mills M3A 1B2
General Inquiry (416)314-9722
Fax (416)314-9716
8:30 - 4:45

KEELE STREET
2nd Flr Suite 2, 2265 Keele St
Toronto M6M 3Z7
General Inquiry (416)326-2950
Fax (416)326-2955
8:30 - 4:45

METRO NORTH COURT
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-0184
Fax (416)314-0183
8:00 - 4:30

PARKDALE
Sunnyside Medical Arts Ctr
Suite 206, 27 Roncesvalles Ave
Toronto M6R 3B2
General Inquiry (416)314-5277
Fax (416)314-5285
8:30 - 4:45

EAST MALL COURT
80 The East Mall
Toronto M8Z 5X1
General Inquiry (416)314-0156
Fax (416)253-7405
8:00 - 4:30

METRO WEST DETENTION CENTRE
111 Disco Rd
Rexdale M9W 5L6
General Inquiry (416)675-1806
Fax (416)674-7515
8:00 - 4:15

MIMICO CORRECTIONAL CENTRE
130 Horner Ave
PO Box 75
Toronto M8V 3S9
General Inquiry (416)314-9680
Fax (416)314-9639
8:00 - 4:30

TORONTO YOUTH ASSESSMENT CENTRE
130 Horner Ave
Etobicoke M8Z 4X8
General Inquiry (416)314-0800
Fax (416)314-0822
8:15 - 4:30

REXDALE
Suite 206, 1123 Albion Rd
Rexdale M9V 1A9
General Inquiry (416)314-9294
Fax (416)314-9299
8:30 - 4:45

THE QUEENSWAY OFFICE
Suite 100, 833 The Queensway
Etobicoke M8Z 5Z1
General Inquiry (416)314-0208
Fax (416)314-0214
8:30 - 4:45

RIVERDALE
Ontario Government Bldg
Main Flr, 50 Grosvenor St
Toronto M5S 2V3
General Inquiry (416)314-3771
Fax (416)314-3779
8:30 - 4:45

JARVIS YOUTH COURT
Rm 149, 311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)326-0602
Fax (416)326-0603
8:00 - 4:30

OLD CITY HALL
Rm 371, 60 Queen St W
Toronto M5H 2M4
General Inquiry (416)314-9701
Fax (416)314-9706
8:00 - 4:15

TORONTO JAIL
550 Gerrard St E
Toronto M4M 1X6
General Inquiry (416)325-4456
Fax (416)325-4453
8:15 - 4:00

SCARBOROUGH WEST
Suite 200, 2131 Lawrence Ave E
Scarborough M1R 5G4
General Inquiry (416)750-3452
Fax (416)288-0359
8:30 - 4:45

METRO EAST DETENTION CENTRE
55 Civic Rd
Scarborough M1L 2K9
General Inquiry (416)750-3513x281
Fax (416)750-3710
8:00 - 4:30

SCARBOROUGH COURT
1911 Eglinton Ave E
Scarborough M1L 4P4
General Inquiry (416)325-0312
Fax (416)325-0315
8:30 - 4:30

SCARBOROUGH EAST
Suite 202, 2131 Lawrence Ave E
Scarborough M1R 5G4
General Inquiry (416)750-3590
Fax (416)750-7692
8:30 - 4:45

YONGE STREET
Suite 901, 920 Yonge St
Toronto M4W 3C7
General Inquiry (416)314-9273
Fax (416)314-9279
8:30 - 4:45

PROBATION AND PAROLE OFFICES

AJAX-PICKERING
Unit 3, 1099 Kingston Rd
Pickering L1V 1B5
General Inquiry (905)683-0373
General Inquiry (905)831-2600
Fax (905)420-5720
8:30 - 4:45

ALLISTON
Suite 208, 27 Victoria St E
PO Box 729
Alliston L9R 1V9
General Inquiry (705)435-4352
Fax (705)435-2276
8:00 - 5:00

ATIKOKAN
Marks St Community Ctr
120 Marks St
PO Box 988
Atikokan P0T 1C0
General Inquiry (807)597-6212
Fax (807)597-5225
8:30 - 4:30

BANCROFT
5 Fairway Blvd
PO Box 1852
Bancroft K0L 1C0
General Inquiry (613)332-4040
Fax (613)332-5672
8:30 - 4:30

BARRIE
2nd Flr, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6480
Fax (705)739-6483
8:30 - 4:45

BELLEVILLE
3rd Flr, 15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)968-5737
Fax (613)966-7951
8:15 - 4:30

COLLEGE PARK COURT
444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-0320
Fax (416)325-0322
8:00 - 4:30

BLUEWATER YOUTH CENTRE
Hwy 21 S
PO Box 71
Goderich N7A 3Y8
General Inquiry (519)524-2107
Fax (519)524-8418
8:00 - 4:30

BRACEBRIDGE
3 Dominion St
PO Box 1872
Bracebridge P1L 1V8
General Inquiry (705)645-8768
Fax (705)645-7608
8:30 - 4:30

BRAMPTON
Unit #15, 155 Clark Blvd
Brampton L6T 4G6
General Inquiry (905)874-4058
Fax (905)874-4063
8:30 - 4:45

BRANTFORD
Suite 306, 38 Darling Crt
Brantford N3T 6A8
General Inquiry (519)752-6505
Fax (519)752-8913
8:30 - 4:45

BROCKVILLE
75 Water St W
Brockville K6V 3L7
General Inquiry (613)345-3061
Fax (613)342-5697
8:30 - 5:00

BURLINGTON
Unit 7, 920 Brant St
Burlington L7R 4J1
General Inquiry (905)637-3457
Fax (905)637-0409
8:30 - 4:45

BURTCH CORRECTIONAL CENTRE
258 Burtch Rd
PO Box 940
Brantford N3T 5S6
General Inquiry (519)484-2461X218
Fax (519)484-2575
8:00 - 4:00

CAMBRIDGE
Unit 21, 73 Water St N
Cambridge N1R 7L6
General Inquiry (519)740-5966
Fax (519)740-5971
8:30 - 4:45

CAMPBELLFORD
Rm 203, 25 Doxsee Ave S
PO Box 1117
Campbellford K0L 1L0
General Inquiry (705)653-2339
Fax (705)653-2339
8:00 - 4:00

CAYUGA
45 Munsee St
Cayuga N0A 1E0
General Inquiry (905)772-3565
Fax (905)772-5060
8:30 - 4:30

CHAPLEAU
190 Cherry St
Box 419
Chapleau P0M 1K0
General Inquiry (705)864-1230
Fax (705)864-2271
8:30 - 4:45

CHATHAM
2nd Flr Suite 209, 26 Fifth St S
Chatham N7M 4V5
General Inquiry (519)352-1243
Fax (519)352-2839
8:30 - 4:45

COBOURG
Victoria Hall
55 King St W
Cobourg K9A 2M2
General Inquiry (905)372-8739
Fax (905)372-0764
8:30 - 4:45

COCHRANE
86 6th Ave
Box 1119
Cochrane P0L 1C0
General Inquiry (705)272-4348
Fax (705)272-3010
8:30 - 4:45

COLLINGWOOD
1st Flr, 150 St Paul St
Collingwood L9Y 3P2
General Inquiry (705)445-3110
Fax (705)445-9336
8:30 - 4:45

CORNWALL
Rm 201, 502 Pitt St
Cornwall K6J 3R5
General Inquiry (613)933-6335
Fax (613)938-5052
8:15 - 4:45

DRYDEN
Ontario Government Bldg
1st Flr, 479 Government St
Box 787
Dryden P8N 2Z4
General Inquiry (807)223-3356
Fax (807)223-3361
8:15 - 4:30

DURHAM EAST
Unit #1, 1916 Dundas St E
Whitby L1N 9J4
General Inquiry (905)571-3774
Fax (905)436-6882
8:30 - 4:45

ELGIN-MIDDLESEX DC
711 Exeter Rd
London N6E 1L3
General Inquiry (519)686-1922
Fax (519)661-2205
8:00 - 4:30

ELLIOT LAKE
16 Philip Walk
Elliot Lake P5A 2S6
General Inquiry (705)848-7091
Fax (705)848-4670
8:00 - 4:30

ESPANOLA
Ontario Government Bldg
Suite 4, 148 Fleming St
Espanola P5E 1E1
General Inquiry (705)869-2882
Fax (705)869-4041
8:15 - 4:30

FORT FRANCES
2nd Flr, 340 Scott St
Fort Frances P9A 1G9
General Inquiry (807)274-7743
Fax (807)274-9442
8:15 - 4:30

GERALDTON
Ontario Government Bldg
208 Beamish Ave W
PO Box 1119
Geraldton P0T 1M0
General Inquiry (807)854-1774
Fax (807)854-1623
8:15 - 4:30

GODERICH
Court House
Bsmt Level, 1 Court House Sq
Goderich N7A 1M2
General Inquiry (519)524-2193
Fax (519)524-8960
8:00 - 5:00

GRAVENHURST
150E Second St S
Gravenhurst P1P 1H4
General Inquiry (705)687-8817
Fax (705)687-1498
8:30 - 4:45

GUELPH
36 Wyndham St S
Guelph N1H 7J5
General Inquiry (519)837-6306
Fax (519)837-6311
8:30 - 4:45

GUELPH CORRECTIONAL CENTRE
3rd Flr, 785 York Rd
Guelph N1H 6P3
General Inquiry (519)822-0020
Fax (519)822-3960
8:00 - 5:00

HAILEYBURY
District Courthouse
Bsmt, 393 Main St
Box 624
Haileybury P0J 1K0
General Inquiry (705)672-3397
Fax (705)672-5498
7:55 - 5:20

HALTON
Milton Mall
Suite 31, 55 Ontario St
Milton L9T 2M3
General Inquiry (905)878-7259
Fax (905)878-9969
8:30 - 4:45

HAMILTON CENTRE
Ellen Fairclough Bldg
Suite 104, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7527
Fax (905)521-7507
8:30 - 4:45

HAMILTON EAST
Suite 101, 1945 King St E
Hamilton L8K 1W2
General Inquiry (905)549-9977
Fax (905)545-0255
8:30 - 4:45

HAWKESBURY
692A Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-5911
Fax (613)632-8963
8:30 - 4:45

HEARST
Government Complex
613 Front St
Box 2349
Hearst P0L 1N0
General Inquiry (705)362-7779
Fax (705)372-1685
8:00 - 4:45

HUNTSVILLE
Unit 102, 36 Chaffey St
Huntsville P1H 1J4
General Inquiry (705)789-4467
Fax (705)789-0722
8:30 - 4:45

IROQUOIS FALLS
743 Ambridge Dr
PO Box 908
Iroquois Falls P0K 1G0
General Inquiry (705)232-5111
Fax (705)232-6440
8:30 - 4:30

KAPUSKASING
Government Bldg
Hwy 11 W
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)355-6116
Fax (705)335-8703
8:30 - 4:30

KENORA
Suite 107, 810 Robertson St
Kenora P9N 4J3
General Inquiry (807)468-2857
Fax (807)468-2863
8:00 - 4:30

KESWICK
Unit 2, 213 The Queensway S
Keswick L4P 2A3
General Inquiry (905)476-4331
Fax (905)476-8070
8:30 - 4:45

KINGSTON
43 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7200
Fax (613)536-7201
8:30 - 4:45

KIRKLAND LAKE
3rd Flr, 6 Tweedsmuir Rd
Kirkland Lake P2N 1H9
General Inquiry (705)567-9396
Fax (705)567-6733
8:30 - 5:00

KITCHENER CENTRE
Unit 5, 1780 King St E
Kitchener N2G 2P1
General Inquiry (519)571-6105
Fax (519)571-6110
8:30 - 4:45

KITCHENER WEST
617A King St W
Kitchener N2G 1C7
General Inquiry (519)578-3070
Fax (519)578-9016
8:30 - 4:45

LEAMINGTON
Suite 104, 75 Erie St S
Leamington N8H 3B2
General Inquiry (519)326-9005
Fax (519)326-6357
8:30 - 4:45

LINDSAY
Suite 205, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-5621
Fax (705)324-5173
8:15 - 4:30

LONDON CENTRE
1st Flr M, 80 Dundas St
London N6A 6A9
General Inquiry (519)679-7120
Toll Free 1-800-265-4740 (in 519 area only)
Fax (519)679-9352
8:30 - 4:45

LONDON EAST
Suite 103, 231 Dundas St
London N6A 1H1
General Inquiry (519)661-6631
Fax (519)661-6636
8:30 - 4:45

MANITOWANING
1 Arthur St
PO Box 189
Manitowaning P0P 1N0
General Inquiry (705)859-3184
Fax (705)859-2051
8:15 - 4:30

MAPLEHURST COMPLEX
661 Martin St
PO Box 10
Milton L9T 2Y3
General Inquiry (905)878-8141
Fax (905)878-5006
8:30 - 4:30

MARATHON
52 Peninsula Rd
PO Box 857
Marathon P0T 2E0
General Inquiry (807)229-2407
Fax (807)229-2504
8:15 - 4:30

MIDLAND
Ground Flr, 305 Midland Ave
Midland L4R 3K5
General Inquiry (705)526-3715
Fax (705)526-3086
8:30 - 4:45

MILLBROOK ILO
King St W
PO Box 300
Millbrook L0A 1G0
General Inquiry (705)932-2624
Fax (705)932-2604
8:00 - 4:00

MINDEN
Hwy 35
PO Box 580
Minden K0M 2K0
General Inquiry (705)286-1489
Fax (705)286-3660
8:30 - 4:30

MISSISSAUGA
Suite 200, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-7600
Fax (905)279-7650
8:30 - 4:45

MOOSONEE
2nd Flr, 38 Revillion St
Box 487
Moosonee P0L 1Y0
General Inquiry (705)336-2270
Fax (705)336-2761
8:00 - 4:30

NAPANEE
18 Market Sq
Napanee K7R 1J3
General Inquiry (613)354-2125
Fax (613)354-0305
8:30 - 5:00

NEWMARKET
Suite 203, 390 Davis Dr
Newmarket L3Y 7T8
General Inquiry (905)898-6511
Fax (905)898-5542
8:30 - 4:45

NEWMARKET COURT
Rm 2087, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)895-5920
Fax (905)853-2510
9:00 - 5:15

NIAGARA FALLS
4701 St Clair Ave
Niagara Falls L2E 6S9
General Inquiry (905)356-1507
Fax (905)356-0260
8:30 - 4:45

NORTH BAY
195 First Ave W
North Bay P1B 3B8
General Inquiry (705)495-3850
Fax (705)495-3887
8:30 - 5:00

OAKVILLE
Unit 3, 481 Morden Rd
Oakville L6K 3W6
General Inquiry (905)845-8571
Fax (905)845-9516
8:30 - 4:45

ONTARIO CORRECTIONAL INSTITUTE
109 McLaughlin Rd S
PO Box 1888
Brampton L6V 2P1
General Inquiry (905)457-7050
Fax (905)452-8606
8:00 - 4:30

ONTARIO COURT OF JUSTICE
141 Clarence St
Brampton L6W 3E6
General Inquiry (905)457-6887 (Probation Liaison/Intake Office)
Fax (905)457-8896
9:00 - 4:30

ORANGEVILLE
Court Bldg
2nd Flr, 10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-4622
Fax (519)941-5634
8:30 - 4:45

ORILLIA
Cottage C
2nd Flr, 700 Memorial Ave
PO Box 130
Orillia L3V 6J3
General Inquiry (705)329-6010
Fax (705)329-6015
8:30 - 4:45

OSHAWA
850 King St W
Oshawa L1J 8N5
General Inquiry (905)571-2009
Fax (905)571-0007
8:15 - 4:30

OTTAWA CENTRE
Ottawa Court House
Rm 3211 3rd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1119
Fax (613)239-1120
8:00 - 4:45

OTTAWA CENTRE COURT
Rm 1004, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1300
Fax (613)239-1293
8:15 - 4:30

OTTAWA EAST
Unit 20, 2450 Lancaster Rd
Ottawa K1B 5N3
General Inquiry (613)523-4985
Fax (613)523-1096
8:15 - 4:30

OTTAWA WEST
2730 Iris St
Ottawa K2C 1E4
General Inquiry (613)820-9460
Fax (613)820-4909
8:15 - 4:45

OWEN SOUND
Suite 105, 1131 Second Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-2236
Fax (519)376-7937
8:30 - 4:45

PARRY SOUND
72 Church St
Parry Sound P2A 1Y9
General Inquiry (705)746-5809
Fax (705)746-8786
8:15 - 4:30

PEMBROKE
Lower Level, 100 Pembroke St E
Pembroke K8A 8A3
General Inquiry (613)735-6809
Fax (613)735-7082
8:15 - 4:30

PETERBOROUGH
Capital Court
Suite 2, 223 Aylmer St N
Peterborough K9J 3K3
General Inquiry (705)745-1929
Fax (705)745-1973
8:00 - 4:30

PICTON
333 Main St
PO Box 1410
Picton K0K 2T0
General Inquiry (613)476-7917
Fax (613)476-8183
8:00 - 4:30

PORT HOPE
138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-4581
Fax (905)885-7710
8:15 - 4:30

PORT PERRY
Unit 9, 60 Vanedward Dr
Port Perry L9L 1G3
General Inquiry (905)985-9794
Fax (905)985-0644
8:30 - 4:30

RED LAKE
115 Howey St
PO Box 845
Red Lake P0V 2M0
General Inquiry (807)727-2846
Fax (807)727-2928
8:00 - 5:00

RENFREW
268 Raglan St S
Renfrew K7V 1R4
General Inquiry (613)432-2546
Fax (613)432-8983
8:30 - 4:30

SARNIA
Suite B 101, 700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-2365
Fax (519)332-4616
8:30 - 4:45

SAULT STE MARIE
747 Queen St E
Sault Ste. Marie P6A 2A8
General Inquiry (705)253-1182
Fax (705)945-6793
8:00 - 5:00

SIMCOE
548 Queensway W
PO Box 736
Simcoe N3Y 4T2
General Inquiry (519)426-4250
Fax (519)426-8968
8:30 - 4:45

SIOUX LOOKOUT
Prince St & 4th Ave
PO Box 251
Sioux Lookout P8T 1A3
General Inquiry (807)737-3311
Fax (807)737-1636
8:15 - 4:30

SMITHS FALLS
Unit G, 94 Beckwith St N
Smiths Falls K7A 2C1
General Inquiry (613)283-5663
Fax (613)284-0349
8:30 - 5:00

SPRUCEDALE YOUTH CENTRE
600 Ireland Rd
PO Box 606
Simcoe N5Y 4L8
General Inquiry (519)426-3561
Fax (519)428-1407
8:00 - 4:15

ST CATHARINES
Suite 504, 55 King St
St Catharines L2R 3H5
General Inquiry (905)687-8941
Fax (905)688-2641
8:30 - 4:45

ST THOMAS
198 Talbot St
St Thomas N5P 1A9
General Inquiry (519)631-3430
Fax (519)631-0971
8:30 - 4:45

STRATFORD
100 St Patrick St
Stratford N5A 7W1
General Inquiry (519)271-5220
Fax (519)271-6579
8:00 - 4:45

STURGEON FALLS
Rm 207, 94 King St
PO Box 338
Sturgeon Falls P0H 2G0
General Inquiry (705)753-1282
Fax (705)753-0761
8:30 - 5:00

SUDBURY
Ontario Government Bldg
Suite 402, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4311
Fax (705)564-4229
8:15 - 4:30

THORNHILL
Suite 212, 8185 Yonge St
Thornhill L3T 2C6
General Inquiry (905)731-3061
Fax (905)764-1255
8:30 - 4:45

THUNDER BAY AREA
Suite 402, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7521
Fax (807)343-7528
8:30 - 4:30

TIMMINS
Ontario Government Bldg
Hwy 101 E
PO Bag 3075
South Porcupine P0N 1H0
General Inquiry (705)235-1800
Fax (705)235-1801
8:30 - 4:45

TRENTON
Suite 10, 80 Division St
Trenton K8V 5S5
General Inquiry (613)392-6549
Fax (613)392-7940
8:30 - 4:45

VANIER CENTRE FOR WOMEN
205 McLaughlin Rd S
PO Box 1150
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)459-5735
8:30 - 4:45

WALKERTON
12 Colborne St S
PO Box 404
Walkerton N0G 2V0
General Inquiry (519)881-0760
Fax (519)881-1531
8:30 - 4:45

WELLAND
2nd Flr, 9 Burgar St
Welland L3B 2S6
General Inquiry (905)735-1660
Fax (905)735-5665
8:30 - 4:45

WINDSOR AREA
5th Flr, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-3291
Fax (519)973-1425
8:30 - 4:45

WOODSTOCK
32 Metcalfe St
Woodstock N4S 3E7
General Inquiry (519)539-8175
Fax (519)539-2928
8:30 - 5:00

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
Fax (416)326-1104

The Integrated Justice Information Technology Division is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General, Ministry of the Solicitor General, and Ministry of Correctional Services and their external Justice partners - that enables transformation into a modern, effective and efficient justice system.

FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:00 - 5:00

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the ministries of the Attorney General and Solicitor General and Correctional Services. Responsibilities include: developing policies, procedures and guidelines: coordinating and responding to access requests from the public; dealing with appeals and mediation processes; preparing statistical reports; and ensuring adherence to privacy provisions and other legislative requirements of the Act.

FRENCH LANGUAGE SERVICES

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4054
Fax (416)326-4782

The French Language Services office monitors delivery of service in French and provides advice to staff of three ministries, Attorney General, Solicitor General and Correctional Services on issues related to delivery of service in French within their programs and activities pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code. It also coordinates translation, complaints investigation/resolution and linguistic proficiency evaluation services. It manages relations with francophone stakeholder groups and acts as liaison between the ministries and the francophone community.

RESEARCH SERVICES UNIT

4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3400
Fax (705)494-3415
8:30 - 4:30

Research Services is responsible for prioritizing, coordinating, and executing research and program evaluation activities throughout the ministry. The unit's responsibilities include advising and assisting ministry operating divisions to conduct research and program evaluation in a valid and cost-effective manner, preparing requests for proposals for research projects, and assisting in the hiring of external research consultants. Specific areas of expertise include research design, statistics, data management, measurement instrument construction (including psychological tests), and performance indicators. Research services provides the ministry's liaison to Statistics Canada (Canadian Centre for Justice Statistics) and works to ensure that the ministry meets national justice data requirements. The unit also provides statistical information in response to requests from both within and outside of the ministry.

VICTIM SERVICES UNIT

Suite 1817 18th Flr, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-3265
TTY (416)325-4935
Fax (416)325-3196
8:30 - 5:00

The **Victim** Services unit is responsible for the ministry's program activities in the areas of Sexual **Assault**, Victim Assistance Services and **Wife Assault**. In particular, the unit is responsible for the **funding** and development of rape crisis/sexual assault centres; the development and provision of Victim Assistance Services, including Victim Crisis Assistance and Referral Services (VCARS); education and **training** of primarily **police** services in relation to the three program areas of responsibility; and the collection of data in relation to wife assault.

EASTERN REGION
14 Gable Lane
Kingston K7M 9A7
General Inquiry (613)548-3370
Fax (613)547-0021
8:30 - 4:30

NORTHEASTERN REGION
Suite 201, 740 Great Northern Rd
Sault Ste. Marie P6A 5K7
General Inquiry (705)945-6862
Fax (705)945-6866
8:30 - 4:30

NORTHWESTERN REGION - SIOUX LOOKOUT
72 Queen St
PO Box 394
Sioux Lookout P8T 1A5
General Inquiry (807)737-7243
Fax (807)737-3379

NORTHWESTERN REGION - THUNDER BAY
Suite 200, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7676
Fax (807)343-7439

WESTERN REGION
Suite 105, 446 Grey St
Brantford N3S 7L6
General Inquiry (519)752-8278
Fax (519)752-4642
8:30 - 4:30

MINISTRY OF ECONOMIC DEVELOPMENT AND TRADE

Hearst Block
900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
(416)314-0956 (Ontario Travel Information - French)
(416)314-0944 (Ontario Travel Information)
Toll Free 1-800-268-3736 (Ontario Travel Information)
Fax (416)325-6688
www.ontario-canada.com
8:30 - 5:00

The mandate of the Ministry of Economic Development and Trade is to strengthen Ontario's economic development and stimulate trade. The ministry has a lead role in developing and coordinating the government's overall economic development policy. In Northern Ontario, the Ministry of Economic Development and Trade is represented by the Northern Development Division of the Ministry of Northern Development and Mines.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND PUBLIC AFFAIRS BRANCH

Hearst Block
8th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
Fax (416)325-6688
www.ontario-canada.com
8:30 - 5:00

The Communications and Public Affairs Branch provides a wide range of communications services on behalf of the ministry to clients, stakeholders and the general public. It provides advice and support to help the Premier, Minister, senior management, staff and ministry clients achieve objectives of sustainable economic development and job growth. The branch consists of two units. Public Affairs develops communications plans, prepares speeches, news releases and publications (print and electronic) on ministry activities and initiatives, and is responsible for media relations. The Information Services Unit handles public enquiries, correspondence, issues management and the ministry's internal and external Internet presence. The branch helps market Ontario at home and abroad as a tourist destination and place for business and growth.

INTERNATIONAL RELATIONS AND PROTOCOL

Hearst Block
10th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-8535
Fax (416)325-8550
8:30 - 5:00

The **International** Relations section provides policy advice on the Ontario government's international activities and the impact of foreign trends on provincial interest. The office identifies and advances Ontario's interests in the context of relations with federal departments responsible for international affairs, foreign countries and their diplomatic representatives in Ontario and subnational foreign jurisdictions and international organizations. The office also manages Ontario's International **Disaster** Relief Program. The **Protocol** section provides management, operational and advisory services in organizing royal and official visits, business and **trade** delegations, special events, government conferences and hospitality functions. It coordinates official visits to Ontario and organizes briefing sessions and **industrial** familiarization **tours** for diplomatic and consular representatives in Ontario. The office also advises on rules and guidelines of international protocol practices.

LEGAL SERVICES BRANCH

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1000
Fax (416)326-1021
8:30 - 5:00

Legal Services Branch is responsible for providing a full range of legal services to the ministry and its agencies including: providing strategic legal advice to the Minister, Deputy Minister, agency heads and senior officials on programs and activities; assuming responsibility for managing all litigation, court and tribunal proceedings in which the ministry has an interest; negotiating and drafting agreements, instruments and other documents necessary for the effective and prudent delivery of ministry initiatives; maintaining and amending legislation and regulations for which the Minister is responsible.

CORPORATE AND FIELD SERVICES DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
Fax (416)325-6392
8:30 - 5:00

The Corporate and Field Services Division leads and coordinates the ministry's corporate administrative support services, including employee services, business planning and finance, information technology systems, and audit services. The division coordinates ministry participation in government-wide administrative initiatives and projects and is responsible for the ministry's network of regional offices in Eastern, Central and Southwestern parts of the province. Through these offices, field services staff work with core divisions of the ministry - trade, investment, tourism and business development - to encourage the growth of innovative growth firms and key tourism businesses.

BUSINESS PLANNING AND FINANCE BRANCH

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-6421
Fax (416)325-6449
8:30 - 5:00

Business Planning provides strategic advice and support to the Ministry of Economic Development and Trade and the Ministry of Tourism on the management of ministry resources and program development through the coordination of business planning, performance measurements, and financial planning. Finance provides financial accounting and purchasing services to the Ministry of Economic Development and Trade, the Ministry of Tourism, and the Ministry of Intergovernmental Affairs. These services include accounts processing, monthly financial statements, appropriation control, budget reconciliation, central agency and public accounts reporting, contract management for goods and services, and the development of financial and procurement policies and procedures.

EMPLOYEE SERVICES BRANCH

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6605
TTY (416)325-6707
Fax (416)325-6715
8:30 - 5:00

The Employee Services Branch plays a leadership role in ensuring "customer focused" strategic and tactical advice and services in organizational design, job design and evaluation, recruitment, compensation and benefits, career counseling and transition, performance management, education, training and personal development, employee relations, health and safety, equal opportunity, WDHP, WSIB, executive services (SMG), accommodation, facilities and telecommunications.

ENTREPRENEURSHIP DEVELOPMENT

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6541
Fax (416)395-7444 (Consultant, 5100 Yonge St, Toronto)
Fax (416)325-6538
8:30 - 5:00

Entrepreneurship Development supports the establishment and growth of new small **businesses** through a series of self-help business initiatives and products delivered throughout Ontario at the municipal level. Information on accessing these initiatives is available by contacting the Canada-Ontario Business Call Centre at 416-954-4636 or toll-free at 1-800-567-2435.

INFORMATION TECHNOLOGY AND SYSTEMS BRANCH

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6595
(905)948-3600 (Technical Support Help Desk)
Fax (416)325-6635
8:30 - 5:00

The Information Technology and Systems Branch supports and assists the ministry's staff by planning, implementing and maintaining cost-effective, high quality information, technology and business improvement solutions that align with business strategies, priorities and objectives. The branch coordinates the development of the ministry's information technology strategic plan, the development and maintenance of corporate applications/databases, the technology infrastructure, forms and records management, and provides information technology training and access to external databases.

MINISTRY REGIONAL OFFICES

The ministry's Regional Offices provide high value added services to firms, networks, communities, and corporate offices within the Ontario government by providing consulting and delivery services to growth-oriented companies and tourism businesses.

CENTRAL REGION

CENTRAL REGION OFFICE
Central Bldg
3rd Flr Suite 314, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4278
Fax (905)430-7273 (Business Development Consultant, Industry & Tourism, Whitby)
Fax (416)235-4338
8:30 - 5:00

HAMILTON OFFICE
Ellen Fairclough Bldg
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7783
Fax (905)521-7398
8:30 - 5:00

MUSKOKA OFFICE
15 Dominion St
Bracebridge P1L 2E7
General Inquiry (705)646-0351
Fax (705)646-0544
8:30 - 5:00

NIAGARA OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3940
Fax (905)704-3955
8:30 - 5:00

SIMCOE OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
Toll Free 1-800-308-3163
Fax (705)739-8901
8:30 - 5:00

EASTERN REGION

KINGSTON OFFICE
51 Heakes Lane
PO Box 7600
Kingston K7M 9B1
Toll Free 1-800-267-7848
Fax (613)531-5598
8:30 - 5:00

OTTAWA OFFICE
Suite 612, 1 Nicholas St
Ottawa K1N 7B7
Toll Free 1-800-267-6592
Fax (613)241-2545
8:30 - 5:00

PETERBOROUGH OFFICE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2626
Toll Free 1-800-461-6429
Fax (705)755-2631
8:30 - 5:00

SOUTHWESTERN REGION

KITCHENER OFFICE
Suite 906, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2428
Fax (519)571-6104
8:30 - 5:00

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4480
Toll Free 1-800-265-4743
Fax (519)873-4488
8:30 - 5:00

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
General Inquiry (519)252-3475
Toll Free 1-800-265-1345
Fax (519)973-1378
8:30 - 5:00

EMPLOYMENT AND BUSINESS DEVELOPMENT DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
Fax (416)325-2102
8:30 - 5:00

The Division contributes to a positive climate that supports economic growth and job creation by fostering innovation and business development; managing sector and business cluster relationships; promoting the removal of barriers to business, including addressing business infrastructure gaps; and providing information and advice on business issues and economic development and trade policy.

ECONOMIC DEVELOPMENT STRATEGY BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6807
Fax (416)325-6825
8:30 - 5:00

The mandate of the Economic Development Strategy Branch is to support economic development, job creation, improved competitiveness and business formation in Ontario by: transforming economic information into analysis, economic development policies, strategies, and program development; identifying and facilitating the removal of barriers to investment and job creation; providing advice on economic development perspectives that the Minister can bring to the government's decision making processes; supporting the development of and coordinating the approval process for Ministry of Economic Development and Trade economic development initiatives.

ANALYTICAL SERVICES AND CABINET OFFICE LIAISON

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
8:30 - 5:00

The Analytical Services and Cabinet Office Liaison unit coordinates ministry economic development initiatives through the Ministry of Economic Development and Trade and government

approval processes and provides advice on economic development perspectives that the Minister can bring to government's decision making processes.

COMPETITIVENESS ISSUES UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00

The Competitiveness Issues Unit provides competitiveness and economic development intelligence and analysis to branches in the ministry and to other Government of Ontario ministries and agencies.

POLICY DEVELOPMENT AND PROGRAM SUPPORT UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
8:30 - 5:00

The Policy Development and Program Support Unit monitors and analyses economic conditions, and contributes to the development and implementation of policies and programs in a variety of areas, including access to capital by small- and medium-sized firms.

INNOVATION AND BUSINESS DEVELOPMENT BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6740
Fax (416)325-6757
8:30 - 5:00

Through the use of new technologies and innovative approaches, the Innovation and Business Development Branch levers private and public sector resources to encourage the growth and success of Ontario's innovative, fast growing companies.

OFFICE FOR URBAN ECONOMIC DEVELOPMENT

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6114
8:30 - 5:00

The Office for Urban Economic Development (UED) was established to work more closely and effectively with the province's largest urban centres and their regional economies. UED's role is to build economic development capacity by working collaboratively with these large urban centres and working on special projects that advance their economic development.

OFFICE OF ECONOMIC DEVELOPMENT INFORMATION

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6626
Fax (416)325-6635
8:30 - 5:00

The mandate of the Office of Economic Development Information (OEDI) is to provide leadership in the strategic management of the ministry's corporate information resources. OEDI responsibilities include: information strategies and liaison with partners and service providers; information planning to ensure internal and external clients have accurate and timely information; support and administration of Client/Stakeholder Directory, the Ministry Directory, PACE and other corporate directories; InfoSource services which include information research, reference support and both online and CD-ROM subscription services; and Records Management Directives interpretation and assistance.

SECTOR COMPETITIVENESS BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9629
Fax (416)325-6885
Fax (416)325-6534
8:30 - 5:00

The mandate of the Sector Competitiveness Branch is to strengthen the competitiveness of sectors in Ontario. This branch is the principal contact for EDT's relationship and policy roles with a number of key sectors including: automotive; aerospace; advanced materials; chemicals; plastics; machinery; tool, die and mould; steel; electrical and electronics; metal casting; industrial, commercial and institutional construction; residential construction; architecture, design and consulting engineering; retail; business and professional services.

STRATEGIC SKILLS UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6867
Fax (416)325-6825
8:30 - 5:00

The Strategic Skills Unit monitors and analyses economic conditions and contributes to the development and implementation of policies and programs in the areas of workplace training and strategic skills development.

TRADE AND INTERNATIONAL POLICY BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6933
Fax (416)325-6949
8:30 - 5:00

The **Trade** and International Policy Branch performs five basic functions: works with the federal government, other provincial governments and industry to negotiate trade and investment

agreements which remove barriers to **business** development and improve market access; provides advice on the implications of trade and investment agreements and trade law for both private and public interests; tracks trade and investment issues in order to provide early warning of problems and to avoid disruptions and disputes; provides strategic and legal support to the government and industry in managing trade disputes involving the province; and plays a **federal-provincial** and international relations role, both on trade issues and broader economic developmental concerns. Branch work relates to both international and internal (**interprovincial**) trade and investment issues.

INVESTMENT DIVISION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9802
Fax (416)325-5617
8:30 - 5:00

The objective of the Investment Division is to market Ontario to the world as a preferred location for North American investment. It carries out its mandate by providing investment services to new and existing investors; by developing and executing investment marketing campaigns; and by administering business immigration programs and providing establishment services to attract and help settle business **immigrants**.

INVESTMENT BRANCH

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-8547
Fax (416)325-6799
8:30 - 5:00

The **Investment** Branch provides investment services to new and existing investors. Its mandate is to raise the image and awareness of Ontario as a premiere investment location in North America and to generate leads involving companies willing to invest in Ontario; to secure new and expanded investment through the provision of investment services to prospective investors; and to promote the expansion of existing investment through the provision of investment and **business** services to multinational enterprises. The branch directs the activities of the Ontario Investment Service, a preeminent marketing resource used by the government and marketing partners from across the province. The Ontario Investment Service has the capability of providing customized information for business cases for prospective investors.

BUSINESS IMMIGRATION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6777
Fax (416)325-6653
8:30 - 5:00

The **Business** Immigration section encourages international business people to immigrate and invest their entrepreneurial expertise, technical skills and **investment** capital in Ontario's economy through the federal Business Immigration Program. The section helps business **immigrants** by providing information to assist them in both personal and business establishment. The section hosts information seminars every Tuesday on the Business Immigration Program and hosts "Doing Business in Ontario" seminars in various languages throughout the year. The section also offers

technical immigration services to help both Ontario and multinational companies with business needs that relate directly to immigration, such as the transfer of senior executives or skilled personnel into the province from abroad.

INTERNATIONAL INVESTMENT SERVICES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6833
Fax (416)325-6814
8:30 - 5:00

The **International Investment** Services section provides a comprehensive investor assistance service for domestic and international investors involved in **manufacturing** and tradable services. Services include timely, client-specific information on Ontario's **business** opportunities, business climate, **regulations**, costs, markets, labour (skills availability and cost), infrastructure, lifestyle, information on government programs and services as well as **municipal** and site-specific approvals expediting.

KEY INVESTMENT ACCOUNT PROGRAM

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9662
Fax (416)325-6799
8:30 - 5:00

The Key **Investment** Account Program is a client outreach and servicing program for 500 of the province's largest domestic multinational corporations. The objective of the program is to promote and secure investment retention and expansion.

ONTARIO INVESTMENT SERVICE

BCE Place Canada Trust Tower
Suite 4040, 161 Bay St
PO Box 706
Toronto M5J 2S1
General Inquiry (416)360-4647
Toll Free 1-800-819-8701 (North America Inquiry Line)
Toll Free 1-800-466-8274 (Outside North America Inquiry Line 800-4-ONTARIO)
Fax (416)360-1817
www.ontario-canada.com
8:30 - 5:00

The Ontario **Investment** Service provides information and presentation services to support attraction, retention and expansion of investment in Ontario. The information covers a wide range of facts of interest to investors such as **economic** indicators, demographics, interjurisdictional competitiveness comparisons, community descriptions and quality of life. The information is accessed via custom software available by subscription and at the web site.

MARKETING BRANCH

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-0423
Fax (416)325-6375
8:30 - 5:00

The Marketing Branch directs the development, delivery and support of image and investment marketing strategies for the province. The branch directs the development and implementation of annual plans for **advertising**, media relations, direct mail, promotional materials and research activities in target markets to promote Ontario as a premier location for investment. Additionally, the branch supports the generation of investment leads in the four target markets.

INVESTMENT SALES AND MARKETING

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-5597
Fax (416)325-6869
8:30 - 5:00

The **Investment** Sales and Marketing section develops and executes investment marketing campaigns for Ontario's international target markets. Organized on a geographic basis, the section works with local government economic developers, the federal government, the private sector and other marketing partners to implement marketing activities to raise the image and awareness of Ontario as a premier investment location in North America and to generate leads of companies willing to invest in Ontario. The Investment Sales and Marketing section is responsible for generating investment leads in the four international target markets of Market Ontario. The section conducts corporate calls to investment prospects and hosts various marketing activities (i.e. investment seminars) to develop relationships with investment prospects.

MARKETING SERVICES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-3763
Fax (416)325-6375
8:30 - 5:00

The Marketing Services coordinates the development and implementation of marketing plans, research, media relations, direct mail, promotional materials and **advertising** in support of Market Ontario.

ACTS

Development Corporations Act
IDEA Corporation Act [Act not consolidated]
Massey-Ferguson Limited Act, 1981 [Act not consolidated]
Metropolitan Toronto Convention Centre Corporation Act
Ministry of Industry, Trade and Technology Act
Niagara Parks Act
Ontario Casino Corporation Act, 1993
Ontario Lottery Corporation Act
Ontario Place Corporation Act

Ontario Regulation 111/92 - Ontario Aerospace Corporation
Ontario Regulation 269/90 - Innovation Ontario Corporation
Ontario Regulation 512/94 - Ontario International Trade Corporation
Ontario Telephone Development Corporation Act
Ottawa Congress Centre Act
Research Foundation Act
St. Clair Parkway Commission Act
St. Lawrence Parks Commission Act
Technology Centres Act
Telephone Act
Tourism Act

MINISTRY OF EDUCATION

Mowat Block
900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2929
Toll Free 1-800-387-5514 (Outside 416 Area Code)
TTY Toll Free 1-800-263-2892
Fax (416)325-6348
www.edu.gov.on.ca
8:00 - 6:00

The Ministry of Education administers the system of publicly funded elementary and secondary school education in Ontario, in accordance with the directions set by the provincial government. The ministry also provides education services to students at schools for the blind, the deaf and the deafblind, and offers correspondence courses to youth and adults through the Independent Learning Centre. The minister of education, through the ministry, issues curricula; sets requirements for student diplomas and certificates; and provides funding to school boards for academic instruction and for building and maintaining schools. The minister may also set policy for student assessment, which is then carried out by the Education Quality and Accountability Office (EQAO). The EQAO gives the minister advice on assessment policy, and issues reports on the results of its assessments.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Mowat Block
14th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4545
Toll Free 1-800-387-5514 (Outside 416 Area Code)
TTY Toll Free 1-800-263-2892
Fax (416)325-2934
www.edu.gov.on.ca

The Communications Branch provides strategic communications advice and support to the minister and deputy minister of the Ministries of Education and Training, Colleges and Universities. It works with senior personnel in each ministry to identify, develop and implement a variety of corporate communications programs for the education and training sectors, and the public. Services include media relations; issues management; answering telephone inquires from the public; publishing curriculum and teaching resources for educators and trainers; writing and producing a variety of public information materials; managing preparation of ministry correspondence; coordinating events; and coordinating advertising.

Services offered to the Public:
Public Inquiries

CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2772
Fax (416)325-2778
8:00 - 5:00

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and legislation; for the administration, development and support of the ministry human resources; for the provision of information management and data-processing services, systems development and maintenance, and technological support and training; and for the overall corporate planning of the ministry. The division is also responsible for administering the Workplace Discrimination and Harassment Prevention policy within the ministry, and for ensuring compliance to the French Language Services Act and the Freedom of the Information and Protection (FOI) Act.

HUMAN RESOURCES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9045
Fax (416)327-9043
8:30 - 5:00

The Human Resources Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and classification, staffing, labour relations, workplace health and safety, equal opportunity, employment transition, organization development and training development.

INFORMATION AND INFORMATION TECHNOLOGY SERVICES BRANCH

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
(416)325-4357 (Information Technology Help Line)
Fax (416)327-1816
8:00 - 5:30

The Information and Information Technology Services Branch is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Education and the Ministry of Training, Colleges and Universities. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations, technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

INTERNAL AUDIT SERVICES BRANCH

11th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)314-3451
Fax (416)325-1893
8:00 - 5:00

Internal Audit Services performs an assurance consulting function, which assists the ministry in accomplishing it's objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control and governance.

LEGAL SERVICES BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2400
Fax (416)325-2410
8:00 - 5:00

The Legal Services Branch provides the Ministry of Education and the Ministry of Training, Colleges and Universities with legal services in all areas of education and training. This includes giving legal advice on ministry programs and policy; drafting legislation and regulations; drafting contracts; preparing and reviewing other legal documents; providing legal support in defending litigation and human rights complaints; negotiations; and freedom of information.

FREEDOM OF INFORMATION AND PRIVACY

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2626
Fax (416)325-4742

The Freedom of Information and Privacy (FOIPP) Unit is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Education and Ministry of Training, Colleges and Universities, its district offices and affiliated agencies. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to access and privacy matters.

Services offered to the Public:
Access to Information
Privacy Compliance

ELEMENTARY/SECONDARY BUSINESS AND FINANCE DIVISION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-6127
Fax (416)327-1182
8:30 - 5:00

The Elementary/Secondary Business and Finance Division focuses on implementation of ministry policy and on the delivery of support services to elementary and secondary schools. It plays a leading role in the development of policies and programs that address the **educationa**l needs of schools; is responsible for the administration of capital and operating grants, and the

implementation and monitoring of policies and programs; clarifies legislation, policy and program requirements with school boards and ensures their compliance, through its district offices.

BUSINESS SERVICES BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4242
Fax (416)325-4024
8:30 - 5:00

The Business Services Branch is responsible for the administration of and accountability for capital and operating grants for **school board**s, including: administering the capital support program for school boards; administering the operating grant program for school boards; designing and conducting audits of enrolment and other grant programs to ensure appropriate accountability; liaising with school boards to clarify and interpret **funding** policy and to assess the implications of funding policies on board operations; and administering the budget approval process for isolate boards.

Services offered to the Public:
Operating Grants - School Boards

EDUCATION FINANCE BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2830
Fax (416)325-6370

The Education Finance Branch provides direction on education funding policy including the funding for **school board**s and **teacher**s' pension plans.

LABOUR RELATIONS BRANCH

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2842
Fax (416)325-7247

The Labour Relations Branch focuses on managing the various labour relations activities within the education sector. The services include developing options and strategies on collective bargaining to support governance reform, monitoring school board staff job actions, managing stakeholder relations relating to collective bargaining, developing policy on school board/teacher negotiations and liaising with the Education Relations Commission/Colleges Relations Commission.

FRENCH-LANGUAGE EDUCATION AND EDUCATIONAL OPERATIONS

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2132
Fax (416)327-1182
8:00 - 5:30

The French-Language **Education** and Educational Operations Division (FLEEO) focuses on the delivery of support services to elementary and secondary **schools**. The Division plays a leading role in the development of policies and programs that address the educational needs of French-language schools; clarifies legislation, policy and program requirements with school boards and ensures their compliance; develops policies. The Division operates and manages the Independent Learning Centre (ILC) and the Provincial and Demonstration Schools (PDS). The PDS provides programs and services for English and French speaking students who are deaf, blind, deaf-blind, or learning **disabled**. The ILC develops and provides a comprehensive distance education program in English and French at both elementary and secondary levels for all Ontario residents. Through the Field Services Branch (FSB) the Division is the principal point of contact for information flowing between the Ministry and the school boards.

FIELD SERVICES BRANCH

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2467
Fax (416)325-2517

The Field Services Branch coordinates the activities of seven District Offices located throughout Ontario. Some of the major functions of the branch are as follows: monitor program implementation in the elementary/secondary education system; clarify ministry policies and programs to the elementary/secondary education community; ensure field input in the development of ministry policies; and report on the effectiveness of the school system.

DISTRICT OFFICES

BARRIE DISTRICT OFFICE
2nd Flr, 20 Rose St
PO Box 1010
Barrie L4M 2T2
General Inquiry (705)725-7627
Toll Free 1-800-471-0713
Fax (705)725-7635
Toll Free Fax 1-800-471-2584

LONDON DISTRICT OFFICE
Suite 207, 217 York St
London N6A 5P9
General Inquiry (519)667-1440
Toll Free 1-800-265-4221
Fax (519)667-9769

NORTH BAY/SUDBURY DISTRICT OFFICE
Suite 211, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)474-7210
Toll Free 1-800-461-9570
Fax (705)497-6896 (North Bay)
Fax (705)564-4233 (Sudbury)

OTTAWA DISTRICT OFFICE
Suite 504, 1580 Merivale Rd
Nepean K2G 4B5
General Inquiry (613)225-9210
Toll Free 1-800-267-1067
Fax (613)225-2881
9:00 - 5:00

THUNDER BAY DISTRICT OFFICE
Suite 336, 435 James St S
Thunder Bay P7E 6S9
General Inquiry (807)475-1571
Toll Free 1-800-465-5020
Fax (807)475-1550

TORONTO AND AREA DISTRICT OFFICE
2nd Flr, 880 Bay St
Toronto M7A 1N3
General Inquiry (416)325-6874
Fax (416)325-4190
Fax (416)325-4153

FRENCH-LANGUAGE EDUCATION POLICY AND PROGRAMS BRANCH

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2127
Fax (416)325-2156
8:30 - 5:00

French Language Education Policy and Programs Branch provides leadership in the development of policies, programs and procedures for French-language elementary and secondary education supporting the quality education agenda for all Ontario students. It develops curricula for French-language **schools** that define provincial expectations for student achievement. It supports the development of learning materials in French, facilitates partnerships that expand the use of technology in French-language schools, coordinates liaison activities with the French-language community and administers funding programs including the Official Languages in Education Protocol.

Services offered to the Public:
Aménagement linguistique (AL) Policy Fund

INDEPENDENT LEARNING CENTRE

Suite 400, 20 Bay St
Toronto M5J 2W1
(416)325-4360 (Student Inquiry - French)
(416)325-4388 (Student Inquiry - English)
Toll Free 1-800-387-5512
Toll Free French 1-800-265-0454
Fax (416)314-8575 (Student)
Fax (416)325-4675 (Administrative)
ilc.edu.gov.on.ca
8:30 - 5:00

The Independent Learning Centre (ILC) provides **distance education** courses in **English** and **French** for Ontario residents who want to complete their secondary school education, upgrade basic skills or study for personal development. A wide range of secondary school credit courses is offered, with a $27.50 administrative fee for each course request. The fee is refunded when the student completes the course requirements. Courses can be started and completed at any time of the year. **Certificates** and **diplomas** are also awarded at any time of the year. **ILC** also offers a non-credit adult basic education program, including English as a Second Language (ESL) and **literacy** courses. An elementary program is available for **children** who are unable to attend schoo due to temporary residence outside Ontario. ILC also administers the General Educational Development (GED) **Testing** Program which allows **adults** who have not finished secondary school to earn the Ontario High School Equivalency Certificate.

Services offered to the Public:
Adult Secondary School Program
Community Access Sites
Elementary School Program
General Education Development
Identifiable Groups
Out of Province - Temporarily
Out of Province Credit Evaluation for Employment Purposes
Sales Program

PROVINCIAL SCHOOLS BRANCH

255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-7195
Fax (905)878-5405
Fax (905)878-1354
8 :30 - 4:45

The Provincial **Schools** Branch apprises the minister on the daily operations of the provincial and demonstration schools. Liaison is provided with professional and parent associations and government agencies regarding programs and services for **blind**, deaf, deaf/blind and pupils with severe learning **disabilities**. The provincial schools also provide resource services to pre-school **deaf** and deaf/blind **children** and their families and consultative services to **school boards**. The demonstration schools provide in-service teacher **education** and consultative services to school boards.

Services offered to the Public:
Amethyst School Residential, Educational and Teacher Education Programs
Centre Jules-Leger Residential, Educational and Teacher Education Programs
Demonstration Schools Residential, Educational and Teacher Education Programs
Ernest C. Drury School for the Deaf Residential and Day School Programs
Robarts School for the Deaf Residential and Day School Programs
Sagonaska School Educational, Residential and Teacher Education Programs
Sir James Whitney School for the Deaf Residential and Day School Programs
Trillium School Residential and Educational Programs
W. Ross Macdonald School Residential and Day School Programs

DEMONSTRATION SCHOOLS

Programs and services for blind, deaf, deaf/blind and pupils with severe learning disabilities. The demonstration **schools** provide in-service teacher education and consultative services to school boards.

AMETHYST SCHOOL
1090 Highbury Ave
PO Box 7300
London N5Y 4V9
General Inquiry (519)453-4400
Fax (519)453-2160
8:30 - 4:30

CENTRE JULES-LÉGER
281 Lanark Ave
Ottawa K1Z 6R8
General Inquiry (613)761-9300
TTY (613)761-9302
TTY (613)761-9304
Fax (613)761-9301
8:30 - 4:30

SAGONASKA SCHOOL
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-2830
Fax (613)967-2482
8:30 - 4:30

TRILLIUM SCHOOL
347 Ontario St S
Milton L9T 3X9
General Inquiry (905)878-8428
Fax (905)878-7540
8:30 - 4:30

SCHOOL FOR THE BLIND

W ROSS MACDONALD SCHOOL
350 Brant Ave
Brantford N3T 3J9
General Inquiry (519)759-0730
Fax (519)759-4741
8:00 - 4:30

SCHOOLS FOR THE DEAF

ERNEST C DRURY SCHOOL
255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-7195
Fax (905)878-1354
8:30 - 4:45

ROBARTS SCHOOL
1090 Highbury Ave
London N5Y 4V9
TTY (519)453-4400
Fax (519)453-7943
8:30 - 4:30

SIR JAMES WHITNEY SCHOOL
350 Dundas St W
Belleville K8P 1B2
TTY (613)967-2823
Fax (613)967-2857
8:15 - 4:30

CURRICULUM AND ASSESSMENT POLICY BRANCH

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575

The purpose of the Curriculum and Assessment Policy Branch is to develop policies, programs and procedures to support the provision of quality education programs in Ontario elementary, secondary and post secondary institutions. It provides leadership in elementary and secondary curriculum development, evaluation and procurement of learning materials for elementary and secondary **schools**, development **standards** and the provincial report card, and the use of electronic technology to support curriculum and learning.

Services offered to the Public:
Circular 14 Learning Materials
Official Languages Monitor Program
Ontario Software Acquisition Program

POLICY AND PROGRAM BRANCH

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2660
Fax (416)325-2664

The Policy and Program Branch works in collaboration with other branches, divisions and ministries in providing a range of policy services. The branch leads the development of strategic policy for elementary and secondary education in the areas of early learning, special education and remediation policy, and has lead responsibilities for policy information and research services;

national and international liaison; and corporate linkages to Ontario College of Teachers, and key elementary-secondary stakeholder groups.

NATIONAL AND INTERNATIONAL LIAISON UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3869
Fax (416)325-4344

The National and International Liaison Unit coordinates liaison between the Ministry of Education (EDU) and national/international organizations including EDU's participation in the Council of Ministers of Education, Canada (CMEC), key national projects include the School Achievement Indicators Program (SAIP) and the development of performance indicators. The unit supports meetings between ministry senior officials, the Minister and foreign visitors, and works to strengthen linkages with other jurisdictions.

Services offered to the Public:
Council of Ministers of Education, Canada

POLICY ANALYSIS UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2558
Fax (416)325-2664
8:00 - 5:00

The Policy Analysis Unit leads and coordinates policy development on elementary/secondary education issues and provides leadership for key policy areas such as teacher education and stakeholder liaison policy. It liaises with key stakeholders such as the Ontario College of Teachers, the Education Improvement Commission and organizations representing teachers, trustees, parents, and supervisory personnel in order to promote effective dialogue on reform initiatives and support implementation.

Services offered to the Public:
Advisory Council on Special Education

POLICY INFORMATION AND RESEARCH UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2681
Fax (416)325-4344

The Policy Information and Research Unit provides a range of information research services (including liaison with OISE re: transfer grant priorities) to inform and support the development of strategic policy and an accountability framework for the elementary/secondary education sector.

SECONDARY SCHOOL PROJECT

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2559
Fax (416)325-2552

Secondary School Project supports and delivers activities and projects designed to improve the relevance of elementary/secondary programs (e.g. cooperative education); linkages between education and employment/further education/training. It also develops policies and programs related to program and diploma requirements for secondary school and guidance and career education.

AGENCIES, BOARDS AND COMMISSIONS

ADVISORY COUNCIL ON SPECIAL EDUCATION

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2829
Fax (416)325-2664
www.edu.gov.on.ca
9:00 - 5:00

The Advisory Council on Special **Education** was originally established in 1974 as a committee and reconstituted as a council in 1986. The Council advises the Minister of Education on any matter related to the establishment and provision of special education programs and services for exceptional **students**, including the identification and provision of early intervention programs for students with special needs. The Council consists of 21 members, most of whom represent either an exceptionality (e.g. developmental disabilities, giftedness) or a profession (e.g., teaching, social work). There is also a representative for students and youth, and there are representatives from the Ministry of Health and the Ministry of Community and Social Services who sit as non-voting members. All Council members are appointed by the Minister of Education. The Council meets three times a year normally in February, June and November.

EDUCATION IMPROVEMENT COMMISSION

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1073
Toll Free 1-800-344-6582
Fax (416)325-1080
eic.edu.gov.on.ca
8:30 - 5:00

The Education Improvement Commission was established in 1997 under the Fewer **School Boards** Act. It oversees the transition to the new system of education governance in Ontario, ensuring that the establishment of the new district school boards takes place in an organized and careful way, and identifies key issues for the Minister. The commission coordinates processes relating to trustee elections, provides for the transfer of assets, liabilities and staff from existing school boards to the district school boards and for the resolution of disputes. It also consults, conducts research and makes recommendations to the Minister on a number of matters, including the role of trustees, the role of school councils, and feasibility of increasing parental involvement in education governance.

EDUCATION QUALITY AND ACCOUNTABILITY OFFICE

12th Flr Suite 1200, 2 Carlton St
Toronto M5B 2M9
Toll Free 1-888-327-7377 (General Inquiry)
Fax (416)325-6622 (Data)
Fax (416)325-0831 (Assessment)
Fax (416)325-2966 (CEO's Office/Policy and Planning)
Fax (416)314-2501 (French Assessment)
www.eqao.com
8:30 - 5:00

The responsibilities of the Education Quality and Accountability Office are focused on providing, or ensuring the provision of, clear, accurate and relevant information on the quality of education in Ontario; recommending improvement strategies; and promoting the best educational practices. This includes implementing a comprehensive program of student **assessment** within the government-established parameters; advising the Minister of Education on assessment policy, conducting quality reviews; developing a provincial performance indicators system; supporting Ontario's participation in national and international assessment policy initiatives; reporting to the Minister, public and education community on system-quality issues; and supporting research and strategies for enhancing learning for all **students**.

LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO

5th Flr Suite 504, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)314-3500
Fax (416)314-3502
8:30-4:30

The **Language**s of Instruction Commission of Ontario was established to help resolve disputes over the provision of **education** programs in the language of a **French** or **English** minority group. The commission intercedes in conflicts between school authorities and French-language rights holders groups.

ONTARIO PARENT COUNCIL

5th Flr Suite 503, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)314-0426
Toll Free 1-800-361-6483
Fax (416)314-0425
www.edu.gov.on.ca
9:00 - 5:15

The Ontario **Parent Council** is an 18 member council created in 1993. The council's mandate is to give advice on elementary/secondary policy and program issues to the Minister of **Education** and to promote parental involvement in the education system. The composition of the council reflects the geographic realities of Ontario and the diversity of its population.

Services offered to the Public:
Ontario Parents Communication Service

PROVINCIAL SCHOOLS AUTHORITY

255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-7194
TTY (905)878-8405
Fax (905)878-2851
8:30-4:45

The Provincial Schools Authority (PSA) was established in 1975 under the Provincial Schools Negotiations Act. The Act created a bargaining unit of all **teacher**s employed in provincially operated schools. The PSA negotiates a collective agreement with the Federation of Provincial School Authority Teachers (FOPSAT) on behalf of the ministries of Education, Solicitor General and Correctional Services. The PSA is the employer of record for teachers, principals and vice-principals. It handles **grievance**, leaves and other administrative functions.

SPECIAL EDUCATION TRIBUNALS - (ENGLISH/FRENCH) (ONTARIO)

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0269 (French)
General Inquiry (416)325-2829 (English)
Fax (416)325-2664 (English)
Fax (416)325-2416 (French)
9:00 - 5:00

The Special **Education** Tribunals provide a final avenue of **appeal** for parents who disagree with recommendations of the Identification, Placement and Review Committee (IPRC), for either the identification of a pupil as an exceptional pupil or the placement of an exceptional pupil.

ACTS

An Act Respecting Queen's College at Kingston, 1874, as amended
Brock University Act, 1964
Carleton University Act, 1952
Colleges Collective Bargaining Act
Degree Granting Act
Development Charges Act, Part III
Education Act
Essex County French-language Secondary School Act, 1977
Lake Superior Board of Education Act, 1976
Lakehead University Act, 1965
Laurentian University of Sudbury Act, 1960
McMaster University, 1976
Metropolitan Separate School Board Act, 1953
Ministry of Colleges and Universities Act
Municipal and School Board Payments Adjustment Act
Nipissing University Act
Ontario College of Art Act, 1968-69
Ontario Institute for Studies in Education Act
Ontario School Trustees' Council Act
Ontario Training and Adjustment Board Act, 1993
Ontario Youth Employment Act
Ottawa-Carleton French-Language School Board Act
Private Vocational Schools Act
Provincial Schools Negotiations Act

Queen's College at Kingston, 1874
School Boards and Teachers Collective Negotiations Act
School Trust Conveyances Act
Teachers Pension Act
Teaching Profession Act
Trades Qualification Act
Trent University Act, 1962-63
University Foundations Act, 1992
University of Guelph Act, 1964
University of Ottawa Act, 1965
University of Toronto Act, 1971
University of Waterloo act, 1972
University of Western Ontario Act, 1982
University of Windsor Act, 1962-63
Wilfrid Laurier University Act, 1973
York University Act, 1965

MINISTRY OF ENERGY, SCIENCE AND TECHNOLOGY

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-6758
Fax (416)327-0033
www.est.gov.on.ca
8:00 - 6:00

The goal of the Ministry of Energy, Science and Technology is to ensure access to affordable energy and encourage job creation and economic growth by fostering an effective and efficient framework of energy policy and regulation. A major policy direction is the introduction of competition in Ontario's electricity industry. The ministry also has a lead role in policy development and coordination aimed at stimulating private sector investment in scientific research, innovation and technology development, and at increasing the effectiveness of the government's financial support for science and technology.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-3855
Fax (416)326-3947

The Communications Branch supports the ministry's program delivery, policy coordination and consensus-building between its partner ministries within the provincial government and a broad network representing Ontario's business, academic, and research and development communities. Its objective is to raise awareness and promote understanding by the public and the ministry's sector partners of the ministry's goals and accomplishments. The branch provides services such as communications planning, produces communications materials such as speeches, news releases and publications, answers media and public inquiries, plans and carries out special events such as conferences, and oversees the ministry's website.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

2nd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)327-7106
Fax (416)314-3354
8:30 - 4:45

The Business Planning and Corporate Services Division is responsible for providing corporate planning, administrative support and services to enhance the delivery of ministry programs. The division supports and advises the ministry to ensure compliance with the provincial government's policies and procedures on financial management, audit, asset management, information and technology, procurement, budgetary control, freedom of information, human resource planning and

management and French language services. The division also acts as the coordinator for the ministry's Year 2000 initiatives.

ENERGY DIVISION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)314-6223
Fax (416)314-6224
8:30-4:45

The Energy Division provides a structure to identify strategic issues; to coordinate policy and program development; and to coordinate and integrate interaction between the ministry and other governments.

ELECTRICITY POLICY BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6559
Fax (416)325-7041
8:30 - 4:45

The **Electricity** Policy Branch provides expert analysis and develops policy options on issues relating to the electricity system in Ontario including supply, restructuring, distribution and pricing. The branch represents Ontario's interests in discussions with the federal government and other jurisdictions and provides the ministry's and government's principal liaison with Ontario Hydro, municipal utilities and other stakeholders in the electricity sector.

ELECTRICITY RESTRUCTURING OFFICE

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6552
Fax (416)325-6972
8:30 - 4:45

The **Electricity** Restructuring Office coordinates ministry policy development, consultation and stakeholder liaison on matters related to restructuring Ontario's electricity sector. The Office is responsible for overall project management and coordination of materials for Cabinet and legislative processes, and addresses a range of regulatory and transition management issues associated with the implementation of the Energy Competition Act, 1998. The Office also provides analysis and advice concerning energy efficiency, environmental disclosure and renewable energy issues, and on related new technologies.

ENERGY POLICY BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6591
Fax (416)325-7023
8:30 - 4:45

The Energy Policy Branch conducts financial and economic analysis related to the energy industry, regulatory issues, energy policy and market structures. Through a shared services agreement, the branch provides environmental economics support to the Ministry of the Environment. The branch provides analysis, advice and liaison relating to alternative **transportation** fuels. It is also responsible for the ministry's climate change work and energy intergovernmental relations and contingency planning.

OIL AND GAS OFFICE

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6562
Fax (416)325-6981
8:30 - 4:45

The **Oil** and Gas Office of the **Energy** Policy Branch provides analysis, advice and policy coordination on issues relating to the supply, distribution and pricing of **natural gas**, crude oil, **petroleum** products, petrochemicals, **gasoline** and alternate **transportation** fuels. The section provides the ministry's main liaison with the Ontario Energy Board, the oil, gas and alternate transportation fuels industries and associations. It also represents Ontario's oil and gas interests in hearings before the National Energy Board and discussions with the federal government and other jurisdictions.

SCIENCE AND TECHNOLOGY DIVISION

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-1163
Fax (416)314-4344
8:30 - 5:00

Science and **Technology** Division identifies opportunities to use provincial **investment** in scientific **research** and technology development to leverage financial support by the private sector and other partners. It helps Ontario businesses, institutions and individuals adopt new technologies and increase their ability to innovate, working to position Ontario as a jurisdiction where science and technology and telecommunications infrastructure fuel economic growth and create long-term, high-value jobs. The division also coordinates policies and programs between ministries to get the most from the Ontario government's own research and science-related investments.

RESEARCH, TECHNOLOGY AND INNOVATION BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-8206
(416)314-3808 (Premier's Research Excellence Awards)
(416)325-6890 (Centres of Excellence Program)
(416)314-2526 (S&T Councils & Coordination Office)
(416)314-8211 (Applied Science & Technology Secretariat)
(416)314-2527 (Science and Technology Awareness)
Fax (416)314-8224
8:30 - 5:00

The **Research**, Technology and Innovation Branch is responsible for the Premier's Research Excellence **Award**s, the Centres of Excellence, Ontario's **international science** and technology agreements; for promoting science and technology awareness; and for building an Innovation Culture in Ontario. The branch provides administrative support to the Ontario Science, Technology and Innovation Council (external advisory body) and the interministerial Science, Technology and Innovation Committee (of ADM's); prepares annual report of science and technology activity in Ontario; fosters liaison across all "science ministries" and other stakeholder groups; is responsible for science and technology relations with other provinces and the federal government and for science and technology agenda support for the Annual Premier's Conference.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-9643
(416)326-9621 (Information Highway Secretariat)
(416)326-9631 (Information Industries Office)
Fax (416)326-9654
www.networks-ontario.com
8:30 - 5:00

The Information and Communications Technologies Branch is responsible for the Information Highway Secretariat including the Telecommunications Access Partnerships program, Telecommunications policy, digital media sector relations, the Digital Media Small Business Growth Fund, and sector responsibilities for Information Technology and Telecommunications. Although this branch is part of the Ministry of Energy, Science and Technology, there is also a reporting relationship to the Employment and Business Development Division of the Ministry of Economic Development and Trade.

LIFE SCIENCES AND TECHNOLOGIES BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-2525 (Health Industries Sector Office and Ontario Biotechnology Secretariat)
Fax (416)314-4344
biotech@est.gov.on.ca
8:30 - 4:30

The Life **Science**s and Technologies Branch is responsible for the Health Industries Sector Office which has sector responsibility for pharmaceuticals, medical devices and bio-pharmaceuticals; and the Bio**technology** Secretariat which provides a one-window approach to biotechnology issues within the Ontario government.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO ENERGY BOARD

Suite 2601, 2300 Yonge St
PO Box 2319
Toronto M4P 1E4
General Inquiry (416)481-1967
Toll Free 1-888-632-6273
Fax (416)440-7656
www.oeb.gov.on.ca
8:15 - 4:30

The Ontario **Energy** Board ("the OEB") is an independent, quasi-judicial tribunal who's mandate has been recently expanded under the Energy Competition Act, 1998. A regulatory agency of the Ontario government, the OEB reports to the Legislature through the Minister of Energy, Science and Technology. The Board has regulatory oversight over the **natural gas** and **electricity** sectors in the province, including economic rate regulation, facilities approvals, provision of advice to government on energy matters, consumer/public information and establishing and enforcing rules and codes of conduct for energy retailers and other natural gas and electricity market participants. In undertaking its mandate, the primary objective of the Board is to ensure that the public interest is upheld.

MINISTRY OF THE ENVIRONMENT

135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4000
Toll Free 1-800-565-4923
Fax (416)325-3159
www.ene.gov.on.ca
8:30 - 4:30

The Ministry of the Environment's mandate is to protect and enhance the quality of the environment for the present and future well-being of the people of Ontario. The ministry's core business areas are: protecting the quality of the natural environment (environmental protection); and encouraging environmentally sustainable use of our water, land, energy and material resources (conservation). The ministry is responsible for developing programs and polices that protect air, water and land, and encouraging green industry and technologies. In October 1997, the Ministry of Environment and Energy was divided into two ministries: the Ministry of the Environment and the Ministry of Energy, Science and Technology.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

2nd Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6602
Fax (416)314-6711
Fax (416)314-6712
www.ene.gov.on.ca
8:30 - 4:45

The Communications Branch provides information on ministry policies and programs to the general public and targeted audiences. Branch staff develops the ministry's corporate communications strategies, produces written and graphic communications materials and responds directly to enquiries from the general public and the media. The branch operates the ministry's Public Information Centre. Information on the ministry's programs and publications may be obtained by contacting the Public Information Centre.

PUBLIC INFORMATION CENTRE

1st Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4000
Toll Free 1-800-565-4923
Fax (416)325-3159

INTERNAL AUDIT SERVICES

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9200
Fax (416)314-9220
8:15 - 4:30

Internal Audit Services assists the Deputy Minister and Ministry management in achieving program objectives by providing assurance that control processes are satisfactory, furnishing

recommendations to improve the economy, efficiency and effectiveness of operation, IT systems, and Ministry programs, and assessing the adequacy of criteria measuring program effectiveness. The branch evaluates the adequacy of financial, operational and management controls designed to help safeguard Ministry assets. This office ascertains the extent of compliance with Ministry and government policies and guidelines. The branch assists Ministry management by reviewing and providing assurance over the quality, completeness, and effectiveness of the Ministry's risk assessment practices and programs. In partnership with management, staff also act as consultants in the development of major information systems to ensure project success, system control and data integrity.

LEGAL SERVICES BRANCH

10th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6569
(416)314-6581 (Duty Council Line)
Fax (416)314-6579 (10th Flr)
8:30 - 5:00

The Legal Services Branch provides legal advice, services and representation to the ministry. These activities include counselling the ministry on the interpretation of statutes and regulations, the preparation and review of proposed legislation, regulations and other legal documents, conducting prosecutions under provincial environmental legislation, representing the ministry before environmental, land-use planning and energy tribunals and providing a wide range of solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

CORPORATE MANAGEMENT DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6426
Fax (416)314-6425

The Corporate Management Division is responsible for business and fiscal planning, budgetary control, and for ensuring the ministry's corporate information management and technology needs are met in a coordinated and cost effective manner. The division also ensures the efficient delivery of ministry programs and activities through the timely provision of human resources services, accommodation and supplies, French language services, and the Environment Bill of Rights. It acts as the ministry's liaison with central agencies, and ensures ministry compliance with government legislation and policies, including the requirements of the Freedom of Information and Protection of Privacy Act and the French Language Services Act. The division provides business support services to the Ministry of Energy, Science and Technology and negotiates and oversees the provision of services under agreement with the Shared Services Bureau and Corporate Audit.

BUSINESS AND FISCAL PLANNING BRANCH

8th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7360
Fax (416)314-7858
8:15 - 4:30

The Business and Fiscal Planning Branch provides strategic advice for, coordinates and monitors the ministry's business plans. The branch helps to develop and monitor ministry and divisional performance measurement criteria. It coordinates, analyzes, and monitors the ministry's estimates and budget and acts as a liaison with central agencies on fiscal planning issues. In addition, the branch negotiates and oversees the provision of services under agreements with the Shared Services

Bureau for services such as financial processing and reporting, procurement, payment, mail and control services. Business and Fiscal Planning Branch is also responsible for accommodation and facilities management, running the ministry print shop and for management of requests under the Freedom of Information and Personal Privacy Act.

FREEDOM OF INFORMATION AND RECORDED INFORMATION MANAGEMENT OFFICE

9th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-4075

Freedom of Information and Recorded Information Management Office is responsible for implementing and administering the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. It develops policies to assist staff in complying with the requirements of the act, coordinates access to information requests and represents the ministry when appeals are filed.

ENVIRONMENTAL BILL OF RIGHTS OFFICE

6th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4143
Fax (416)314-8478
www.ene.gov.on.ca/envision/ebr/index.htm

The **Environment**al Bill of Rights (EBR) Office ensures, on behalf of the ministry, the compliance with the legal requirements of the EBR and manages, on behalf of government, the Environmental Registry, which acts as the principle tool to ensure the public's right to participate in government decision-making. Activities include: facilitating and improving information sharing with the public through the management and enhancement of the Environmental Registry; providing coordination, support and advice to MOE staff, staff of other prescribed ministries, the Environmental Commissioner of Ontario and public/stakeholder groups; facilitating communications and training to internal/external agencies; and identifying and implementing streamlining and procedural improvements to the EBR including access to enhanced information using web technology and regulatory/legislative changes.

FRENCH SERVICES

11th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-7938
Fax (416)314-7949

The French Services Office provides guidance and assistance to the ministry and its agencies in the planning and effective delivery of programs, activities and services in French and serves as a link between the francophone community and the ministry. This office also provides translation services, ensures the use of standardized environmental terminology in French and publishes a bilingual lexicon.

HUMAN RESOURCES BRANCH

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9300
TTY (416)314-9336
Fax (416)314-9313
8:15 - 4:30

The Human Resources Branch provides the ministry's human resources management program including: establishing ministry human resource policies and procedures, implementing new initiatives to meet workplace quality goals, organizational design and performance management. The branch approves appropriate compensation and classification levels for all employees and provides services such as, staff recruitment, employee counselling, labour relations and occupational health and safety services. It operates a career management centre and offers career counselling, training and development. The branch also oversees the classification and certification policies and programs related to water and **sewage** operators. Administration of employee pay and benefits and benefits counselling are provided through the newly created Shared Services Bureau.

INFORMATION MANAGEMENT AND TECHNOLOGY BRANCH

11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5017
Fax (416)314-4781
8:30 - 4:30

The Information Management and Technology Branch is responsible for the design, planning, development, implementation and maintenance of information management and technology in support of ministry core businesses. Information management services include: the provision of strategic advice on application design, planning development of policies and standards, user education and maintenance of ministry systems. The branch is also responsible for the ministry's information technology infrastructure and the maintenance of the wide area network (WAN).

ENVIRONMENTAL SCIENCES AND STANDARDS DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6357
Fax (416)314-6358

The Environmental Sciences and Standards Division is responsible for ensuring that the ministry has the best available scientific and technological information for all the programs and policies developed to address priority issues. The division is also responsible for development of standards, analytical services and monitoring of ambient **air** and **water** quality to ensure protection of health and the environment. This division provides these services through its five branches:, Environmental Monitoring and Reporting, Drive Clean Office, Environmental Partnerships, Standards Development and Laboratory Services Branch.

WORKFORCE PLANNING OFFICE

4th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-7888
Fax (416)314-7890

The Environmental Sciences and Standards Division and Integrated Environmental Planning Division, WorkForce Planning Office provides divisional coordination for budget issues, human resources, business planning and customer service.

ENVIRONMENTAL MONITORING AND REPORTING BRANCH

West Wing
125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-6300
Fax (416)235-6235
8:30 - 5:00

The **Environmental** Monitoring and Reporting Branch provides environmental information province-wide through a multimedia monitoring network. It also coordinates data management, systems, and the preparation of reports for the Environmental Sciences and Standards Division.

ENVIRONMENTAL PARTNERSHIPS BRANCH

14th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-1488
Fax (416)327-1261
8:30 - 4:45

The **Environmental** Partnerships Branch plays a key role in managing the ministry's partnerships with private industry, **municipalities**, government and non-government organizations. The branch offers services designed to: enhance and accelerate the use of **pollution** prevention, **energy** and **water conservation** and environmental management systems by industry and others; promote Ontario's environment industry; transfer water and sewer infrastructure responsibility from the province to municipalities; assist municipalities to achieve the **drinking water** standard; and promote cleaner **air** programs and **Great Lakes** renewal.

Services offered to the Public:
Application Form for Provincial Funding
Assessment of Economics
Business Directory
Business Guide
Environment Industry Solutions
Marketing Guide
Ontario Opportunities Fund

LABORATORY SERVICES BRANCH

125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-5743
Fax (416)235-5744
8:30 - 5:00

The **Laboratory** Services Branch provides analytical support for the ministry's **environmental assessments** and environmental regulatory programs. It participates in planning programs, assists in data interpretation, updates analytical methods and develops procedures for measuring new environmental pollutants. The branch participates in environmental **research** projects, studying the interaction of atmospheric and aquatic pollutants with the environment and its effect on human **health**. The technical **library**, located on Resources Road is open from 8:00 a.m. to 4:00 p.m., Monday to Friday. It provides technical information on environment-related matters to ministry staff and members of the public, (by appointment) and consists of textbooks, journals and ministry documents.

STANDARDS DEVELOPMENT BRANCH

7th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-5519
Fax (416)327-2936
8:30 - 5:00

The **Standards** Development Branch mandate is to provide toxicological and **risk assessment** expertise for ministry programs, policies, and regulations; to identify and assess threats to ecosystem health, develop effective solutions, and promote ecosystem-based **watershed** management; and to engage in technology development and transfer by: developing and promulgating **environmenta**l standards to protect human health and ecosystem health and the quality of the natural environment; providng toxicological advice and diagnostic services on environmental **contaminants** and **pesticides**; assessing the performance of new and emerging environmental technologies and promoting technology transfer; and administering the Pesticides Act and providng direction on the responsible use of pesticides in Ontario.

INTEGRATED ENVIRONMENTAL PLANNING DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6338
Fax (416)314-6346
8:00 - 5:00

The Integrated Environmental Planning Division is responsible for integrating the overall policy development and planning functions of the ministry. This involves integrating and synthesizing all information, data and perspectives on the many aspects of the ministry's mandate. The division consults extensively on developing policies, strategies and programs that support the ministry's core businesses of conservation and environmental protection. The division is organized along functional areas which include: Waste Management Policy, Land Use Policy, Water Policy Branches as well as the Air Policy and Climate Change Branch.

AIR POLICY AND CLIMATE CHANGE BRANCH

4th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4148
Fax (416)314-4128
8:00 - 4:30

The **Air** Policy and Climate Change Branch is responsible for the development of policies and programs for the improvement and protection of Ontario's air quality. The branch takes the lead on smog issues, acid rain, inhalable and respirable particulates issues and leads Ontario's position on climate change and other activities to reduce greenhouse gas emissions.

LAND USE POLICY BRANCH

6th Flr, 135 St Clair Ave
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)314-0444
8:30 - 4:30

The **Land** Use Policy Branch provides advice on integrating land use considerations into ministry policy and program initiatives. The branch fosters information sharing and feedback on emerging environmental issues and trends within the ministry and with external clients on land use management. The branch also supports the development and implementation of ecosystem based

environmental strategies and action plans at the local and regional level of government that achieve the ministry's objectives of cleaner air, land and water and healthier ecosystems.

WASTE MANAGEMENT POLICY BRANCH

7th Flr, 135 St Clair Ave
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)314-9411 (6th Flr)
Fax (416)325-4437
8:00 - 5:00

The **Waste** Management Policy Branch is responsible for the development of policies, regulations and legislation to ensure sound and effective management of wastes in Ontario. The branch works with **municipal**ities, the private sector and associations to manage both hazardous and non-hazardous wastes, and promotes waste minimization, diversion and **recycling** activities.

WATER POLICY BRANCH

11th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4140
Fax (416)314-2976
8:15 - 4:30

The Water Policy Branch is responsible for the development of policies and programs to protect and restore the quality and quantity of Ontario's water resources. The branch works with other jurisdictions, municipal, federal, other provincial and international interests to develop effective policies and programs for the protection and wise management of ground water, surface water and drinking water, and promotes water efficiency for ecological, environmental and social economic sustainability.

OPERATIONS DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6378
Fax (416)314-6396

The Operations Division is responsible for delivering programs to protect air quality, surface and ground water quality and quantity; managing the disposal of wastes; ensuring an adequate quality of drinking water and controlling the use of pesticides. In addition, the division is responsible for administering the ministry's approvals, environmental assessments, and licensing programs as well as an investigative and enforcement program to ensure compliance with environmental laws.

ENVIRONMENTAL ASSESSMENT AND APPROVALS BRANCH

14th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)314-8001
Toll Free 1-800-461-6290
Fax (416)314-8452 (12th Flr)
Fax (416)314-7030 (12A Flr)
Fax (416)314-7271 (12A Flr)
Fax (416)314-7227 (Director's Office)
8:30 - 4:30

The **Environmental Assessment** and Approvals Branch provides 'one-window' service for regulatory environmental approvals in Ontario. It is responsible for administering Ontario's

Environmental Assessment Act, which applies to the planning of all public sector projects and certain types of private sector **waste** management projects, the Ontario **Water** Resources Act and Environmental Protection Act, under which it reviews and approves technical applications for new or modified waste, water and **sewage** facilities, or facilities which may emit a contaminant, including **noise**, to the air. The branch also administers the Pesticide Act, including permitting and **licensing** requirements for the sale and use of **pesticides**. Within the branch, dedicated staff are available to answer all enquiries regarding the programs from the public and the regulated community. Advice and technical guidance on the requirements for specific applications is also available.

INVESTIGATIONS AND ENFORCEMENT BRANCH

8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)326-5256
8:15-4:30

The Investigations and **Enforcement** Branch is responsible for all aspects of **environmental** enforcement within the ministry. This includes the enforcement of the Environmental Protection Act, Ontario **Water** Resources Act, **Environmental Assessment** Act, Niagara Escarpment Planning Act and **Pesticides** Act. The branch complements the abatement and control activities of the Operations Division through effective investigation and enforcement activity.

CENTRAL REGION
9th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)325-6356
8:15-4:30

EASTERN REGION
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6907
8:15-4:30

NORTHERN REGION
Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1205
Fax (807)475-1777
8:15-4:30

SUDBURY DISTRICT OFFICE
11th Flr, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3237
Fax (705)564-4180
8:15-4:30

SOUTHWESTERN REGION
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Fax (519)873-5008
8:15 - 4:30

WEST CENTRAL REGION
9th Flr, 119 King St W
PO Box 2112
Hamilton L8P 4Y7
General Inquiry (905)521-7660
Fax (905)521-7181
8:15-4:30

REGIONAL/DISTRICT OFFICES

135 St Clair Ave W
Toronto M4V 1P5

The Regional/District Offices are responsible for delivering programs to protect **air** quality, surface and ground **water** quality and quantity; managing the disposal of **wastes**; ensuring an adequate quality of **drinking water** and controlling the use of **pesticides**.

CENTRAL REGION

CENTRAL REGION OFFICE
8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Toll Free 1-800-810-8048
Fax (416)325-6345 (Also Used By FOI)
8:30 - 5:00

HALTON-PEEL DISTRICT OFFICE
1st Flr, 1182 North Shore Blvd E
Burlington L7R 3Z9
General Inquiry (905)637-4150
Toll Free 1-800-335-5906
Fax (905)637-4175
8:30 - 5:00

TORONTO DISTRICT OFFICE
9th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)325-6346
8:30 - 5:00

YORK DURHAM DISTRICT OFFICE
5th Flr, 230 Westney Rd S
Ajax L1S 7J5
General Inquiry (905)427-5600
Toll Free 1-800-376-4547
Fax (905)427-5602
8:30 - 5:00

EASTERN REGION

KINGSTON REGIONAL OFFICE
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6908
Fax (613)548-6911 (Director)
8:30 - 5:00

BELLEVILLE AREA OFFICE
Belleville Mall
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)962-9208
Fax (613)962-6809
8:15 - 4:30

CORNWALL AREA OFFICE
2nd Flr, 113 Amelia St
Cornwall K6H 3P1
General Inquiry (613)933-7402
Fax (613)933-6402
8:30 - 4:30

KINGSTON DISTRICT OFFICE
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000x2692
Fax (613)548-6920
8:30 - 5:00

OTTAWA DISTRICT OFFICE
2435 Holly Lane
Ottawa K1V 7P2
General Inquiry (613)521-3450
Fax (613)521-5437
8:30 - 4:30

PETERBOROUGH DISTRICT OFFICE
Robinson Place South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-4300
Fax (705)755-4321
8:30 - 5:00

NORTHERN REGION

THUNDER BAY REGIONAL OFFICE
3rd Flr Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1205
Toll Free 1-800-875-7772 (Within Area Codes 807 & 705)
Fax (807)475-1754
8:30 - 5:00

SUDBURY DISTRICT OFFICE
Suite 1101, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3237
Toll Free 1-800-890-8516 (Within Area Codes 705 & 807)
Fax (705)564-4180
8:30 - 5:00

SUDBURY/SAULT STE MARIE DISTRICT OFFICE - SAULT STE MARIE AREA
747 Queen St E
Sault Ste Marie P6A 2A8
General Inquiry (705)949-4640
Toll Free 1-800-965-9990 (Within Area Codes 705 & 807)
Fax (705)945-6868
8:30 - 5:00

THUNDER BAY DISTRICT OFFICE
3rd Flr Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1315
(807)475-1205 (Regional Office)
Toll Free 1-800-875-7772 (Within Area Codes 705 & 807)
Fax (807)475-1754
Fax (807)473-3160
8:30 - 5:00

THUNDER BAY/KENORA DISTRICT OFFICE - KENORA AREA
808 Robertson St
PO Box 5150
Kenora P9N 1X9
General Inquiry (807)468-2718
Toll Free 1-888-367-7622 (Within Area Code 807)
Fax (807)468-2735
8:15 - 4:30

TIMMINS DISTRICT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3080
South Porcupine P0N 1H0
General Inquiry (705)235-1500
Fax (705)235-1520
8:30 - 5:00

TIMMINS/NORTH BAY DISTRICT OFFICE - NORTH BAY AREA
Suite 103, 477 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6865
Toll Free 1-800-609-5553 (Within Area Code 705)
Fax (705)497-6866
8:30 - 5:00

SOUTHWESTERN REGION

LONDON REGIONAL OFFICE
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Toll Free 1-800-265-7672
Fax (519)873-5020
8:30 - 5:00

BARRIE DISTRICT OFFICE
Unit 1203, 54 Cedar Pointe Dr
Barrie L4N 5R7
General Inquiry (705)739-6441
Toll Free 1-800-890-8511
Fax (705)739-6440
8:30 - 5:00

LONDON DISTRICT OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Toll Free 1-800-265-7672
Fax (519)873-5020
8:30 - 5:00

OWEN SOUND DISTRICT OFFICE
1180 20th St E
Owen Sound N4K 6H6
General Inquiry (519)371-2901
Fax (519)371-2905
8:30 - 5:00

SARNIA DISTRICT OFFICE
1094 London Rd
Sarnia N7S 1P1
General Inquiry (519)336-4030
Fax (519)336-4280
8:30 - 5:00

WINDSOR DISTRICT OFFICE
6th Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-2546
Fax (519)254-5894
8:30 - 5:00

WEST CENTRAL REGION

HAMILTON REGIONAL OFFICE
Ellen Fairclough Bldg
12th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7640
Toll Free 1-800-668-4557
Fax (905)521-7820
8:30 - 5:00

GUELPH DISTRICT OFFICE
4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4255
Toll Free 1-800-265-8658
Fax (519)826-4286
8:30 - 5:00

HAMILTON DISTRICT OFFICE
Ellen Fairclough Bldg
9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7650
Fax (905)521-7820
Fax (905)521-7806
8:30 - 5:00

NIAGARA DISTRICT OFFICE
9th Flr Suite 15, 301 St Paul St
St Catharines L2R 3M8
General Inquiry (905)704-3900
Toll Free 1-800-263-1035
Fax (905)704-4015
8:30 - 5:00

SPILLS ACTION CENTRE

Place Nouveau
10th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3000
Toll Free 1-800-268-6060
Fax (416)325-3011
24 Hours

The **Spills** Action Centre, staffed on a 24-hour basis, receives and **records** province-wide reports of spills and coordinates appropriate response actions. The centre also deals with other urgent **environmental** matters after regular office hours and receives reports of occurrences for a number

of other ministries and agencies. The Contingency Planning Office promotes planning by industries, **municipal**ities, and federal and provincial agencies to control **pollution** caused by spills. The office also provides guidance pertaining to Ontario's Spill Legislation - Part X of the Environmental Protection Act.

AGENCIES, BOARDS AND COMMISSIONS

ENVIRONMENTAL ASSESSMENT BOARD AND ENVIRONMENTAL APPEAL BOARD

12th Flr Suite 1201, 2300 Yonge St
PO Box 2382
Toronto M4P 1E4
General Inquiry (416)314-4600
www.ert.gov.on.ca
8:30 - 4:30

The **Environment**al **Appeal** Board and the **Environmental Assessment** Board are independent and impartial tribunals established by provincial legislation. The Environmental Appeal Board holds public **hearings** regarding an appeal made to the Board arising from, amongst other things, the revocation, alteration or issuance of approvals, **licence**s, **permit**s or orders under various environmental statutes. The Environmental Assessment Board conducts public hearings to assess the merits of proposed development projects, plans, or programs that will have an impact on the environment.

OFFICE OF CONSOLIDATED HEARINGS

12th Flr Suite 1201, 2300 Yonge St
PO Box 2382
Toronto M4P 1E4
General Inquiry (416)314-4600
www.ert.gov.on.ca
8:30 - 4:30

Under the Consolidated **Hearings** Act, the **Environmental Assessment** Board holds public hearings in conjunction with the Ontario **Municipal** Board. This occurs when a proposal requires more than one tribunal hearing under more than one of the Acts set out in the schedule to the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the person proposing the undertaking, specifying the nature of the undertaking, required hearings and governing Acts. The matter is then referred to the chairs of the two boards, who establish a joint board for the hearing. The board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council or, on a question of law, may be **appeal**ed to the Divisional Court.

ONTARIO CLEAN WATER AGENCY

17th Flr, 1 Yonge St
Toronto M5E 1E5
General Inquiry (416)314-5600
Toll Free 1-800-667-6292
Fax (416)314-8300
www.ocwa.com
8:15-5:15

The Ontario Clean **Water** Agency (OCWA) was created in 1993 under the Capital Investment Plan Act with a mandate to provide safe, reliable and cost-effective water and **waste**water services to Ontario **municipal**ities. The Agency currently operates over 400 facilities in the province, ranging in size from small lagoons and pumping stations to metropolitan water distribution systems. The Ontario Clean Water Agency is not a monopoly and receives no government subsidies. OCWA is

a business that competes for its contracts in an open marketplace against private sector companies. The Agency reports to the Minister of the **Environment**. OCWA's mission is: "To be the best in the business of producing clean water".

AREA OFFICES

EASTERN AND NORTHERN
593 Norris Crt
Kingston K7P 2R9
General Inquiry (613)634-6292
Fax (613)634-1942

WESTERN AND CENTRAL
3508 Wonderland Rd S
London N6L 1A7
General Inquiry (519)652-7033
Fax (519)652-7020

SOUTH PEEL FACILITIES
130 Lakeshore Rd E
Mississauga L5E 1E9
General Inquiry (905)274-1223
Fax (905)274-5906

PESTICIDES ADVISORY COMMITTEE

12th Flr, Suite 1203, 2300 Yonge St
Toronto M4P 1E4
General Inquiry (416)314-9230
Fax (416)314-9237
www.opac.gov.on.ca
8:15-4:30

This **Pesticides** Advisory Committee advises the Minister of **Environment** on matters pertaining to pesticides. It annually reviews the Pesticides Act and regulations, and government publications respecting pesticides and the control of pests. The committee also classifies all new pesticide products prior to their marketing and use in Ontario, and publishes an annual report, which is available upon request. For other ministry publications on pests and pest control and information on pesticide licensing, contact the Standards Development Branch, Pesticides Section.

ACTS

Capital Investment Plan Act, 1993
Consolidated Hearings Act, 1981
Energy Efficiency Act
Environmental Assessment Act
Environmental Bill of Rights
Environmental Protection Act
Ministry of Energy Act
Ministry of the Environment Act
Niagara Escarpment Planning and Development Act
Ontario Energy Board Act
Ontario Energy Corporation Act
Ontario Waste Management Corporation Act, 1981
Ontario Water Resources Act
Pesticides Act
Power Corporation Act
Power Corporation Insurance Act
Rural Hydro-Electric Distribution Act
Rural Power District Loans Act
Waste Management Act, 1992
Waste Management Act, 1992, Parts I and II

MINISTRY OF FINANCE

Frost Bldg S
7th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
Toll Free 1-800-263-7965 (General Inquiry)
Fax (905)433-6777
www.gov.on.ca/fin
8:30 - 5:00

The mission of the ministry is to establish an environment which will ensure a dynamic, innovative and growing economy and to manage the fiscal, financial and related regulatory affairs of the Province of Ontario. To carry out this mission the ministry will create a climate for economic growth and job creation in the province; promote the effective and efficient delivery of government services to taxpayers and reduce spending; ensure prudent management of the province's debt; balance the budget; and ensure that public organizations remain accountable to taxpayers for the use of their funds.

DEPUTY MINISTER

AUDIT SERVICES

AUDIT SERVICES - OSHAWA

3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6484
Fax (905)433-5222
8:30 - 5:00

AUDIT SERVICES - TORONTO

27th Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (416)325-8320
Fax (416)325-5096
8:30 - 5:00

Audit Services develops and directs comprehensive internal audit programs. These programs independently and systematically review, evaluate and report on the efficiency, economy and effectiveness of the financial, administrative, management and information technology systems and controls throughout the ministry, with its agencies and clients. These include Office of the Premier, Cabinet Office, the Office of Francophone Affairs and Ministry of Labour.

COMMUNICATIONS AND CORPORATE AFFAIRS BRANCH

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-2334
Fax (416)325-0339
8:30 - 5:00

The Communications and Corporate Affairs Branch provides strategic communications advice and planning to the Ministry of Finance, the Deputy, all ministry divisions and, where appropriate, other ministries to support jobs and the economy. Services include: communications planning for ministry programs, policies and initiatives; issues management; developing communications policies for the ministry; responding to public and media enquiries; advertising strategies and implementation; news releases; event planning; media monitoring and analysis; communications evaluation; speeches. In addition, the branch coordinates the distribution of Ministry of Finance documents and requests for translation. It also tracks and coordinates responses to all ministerial correspondence and provides information and research services.

OFFICE OF LEGAL SERVICES - TORONTO

Frost Bldg S
5th Flr Rm 515, 7 Queen's Park Cres E
Toronto M7A 1Y7
General Inquiry (416)325-1455
Fax (416)325-1460
8:30 - 5:00

Legal services for the Ministry of Finance are provided by this branch. It counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include litigation, prosecutions, settling claims, drafting agreements and provincial legislation, providing legal advice on government financial matters, tax policy, administration and enforcement, and the issue and sale of government of Ontario securities.

OFFICE OF LEGAL SERVICES - OSHAWA
Michael Starr
6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5657
Fax (905)436-4510
8:00 - 4:30

CORPORATE SERVICES DIVISION

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6844
Fax (905)433-6688
8:15 - 5:00

The Corporate Services Division provides leadership in strategic planning, financial and business planning, ministry controllership, and relationship management. Core business support services delivered include financial and acquisition services, information technology, human resources, accommodations, data capture and remittance processing, Freedom of Information and Protection of Privacy, corporate call centre, and Budget Secretariat.

CORPORATE PLANNING AND FINANCE BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5644
Fax (905)433-5124
8:15 - 4:30

The Corporate Planning and Finance Branch is responsible for corporate resource management, processes and support systems, preparing expenditure estimates, monitoring operational performance and recommending appropriate actions. It is also responsible for analyzing and reviewing resource implications of Cabinet submissions; coordinating, researching and developing corporate initiatives and policies. It liaises with central agencies and other ministries, supports and advises the ministry executive on resource management, planning and policy issues. In addition, the branch provides central facilities design and accommodation services; financial controllership and tax revenue reporting, including the Revenue Service Centre which supports Local Service Realignment activities. Responsibilities also include the day-to-day liaison with the Shared Services Bureau for the Ministry's transaction based financial services, purchasing, fleet management, and operation of central stores functions.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE (FOI)

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5377
Toll Free 1-800-263-3971
Fax (905)436-4462
8:15 - 4:30

The Freedom of Information and Protection of Privacy Office handles all requests for information under the Freedom of Information and Protection of Privacy Act.

HUMAN RESOURCES BRANCH

2nd Flr, 33 King St W
Oshawa L1H 8H5
27th Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (905)433-6092
(416)325-8260 (Toronto)
TTY (416)325-8237 (Toronto)
Fax (905)433-6588
Fax (416)325-8299 (Toronto)
8:15 - 5:00

The Human Resources Branch performs the human resources management function for the Ministry of Finance, Office of the Premier, Cabinet Office and the Office of Francophone Affairs. The branch is responsible for establishing ministry human resources policies and procedures, creating appropriate classification and compensation levels for employees, recruiting staff, counselling employees, coordinating staff training and development, human resource planning, investigating employee grievances and handling all matters affecting work conditions and performance. The branch maintains the ministry's personnel, payroll and employee benefit records. It serves as a liaison between the ministry, Management Board of Cabinet, the Ontario Public Service Employees Union (OPSEU) and AMAPCEO. This branch also coordinates the ministry's French Language Services and Equal Opportunity Programs.

INFORMATION TECHNOLOGY BRANCH

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
(905)433-5100 (Oshawa Service Desk)
Fax (905)436-4449
8:00 - 4:45

The Information Technology Branch is responsible for information technology (IT) strategic planning, infrastructure management, disaster recovery planning, and providing functional and corporate lead to a range of other technology areas that support and recognize government/ministry business as the drivers of IT services. These areas include IT business planning, architecture development, IT and physical security, database design, electronic commerce, corporate applications, applications development support, network and telecommunications deployment, recorded information management, forms design, IT Standards, hardware/software maintenance, capacity and performance management, technology acquisition and integration, and vendor management.

REVENUE OPERATIONS AND CLIENT SERVICES BRANCH

7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5858
Fax (905)433-6288
8:30 - 5:00

The Revenue Operations and Client Services Branch supports the Ontario Government's financial objectives in its high-speed tax remittance processing centre, as well as operating the ministry's telephone Call Centre. The branch also administers tax rebates for Alternative Fuel, Permanently Physically **Disabled**; processes fuel tax rebates to farmers; and provides additional client services for the ministry in such areas as mail processing (Toronto and Oshawa locations), printing and convenience copier services, boardroom bookings, vehicle fleet, parking control and the Oshawa switchboard.

MINISTRY INFORMATION CENTRE

2nd Flr, 33 King St W
Oshawa L1H 8H5
(905)433-6004 (Oshawa Public Enquiry Centre)
TTY 1-800-263-7776
Toll Free 1-800-263-7965 (General Inquiry)
Toll Free French 1-800-668-5821
Fax (905)433-6777
8:15 - 5:00

Ministry Information Centre provides program and account-specific information to the public, client groups and central agencies on behalf of Ontario's **taxation** and financial programs including: **Corporations** Tax, Employer **Health** Tax, Gas, Fuel and **Tobacco** Taxes/Border Levy, **International** Fuel Tax Agreement, **Land** Transfer Tax and Refunds, Provincial Land Tax, Tax for Fuel Conservation, Used Vehicle Information Program, Permanently Physically **Disabled** Program, **Propane**/Alternative Fuel Refunds, **GAINS**, Ontario Home Ownership Savings Plan, Ontario Tax Credits/Ontario Tax Reduction, Ontario **Child Care** Supplement for Working Families, Ontario **Investment** and Employee Ownership Plan, Employee Share Ownership Plan, Ontario Tax Credit Audit, Financial Services Commission, Property Assessment, Provincial Sales Tax and Ontario Savings **Bonds**. The Centre also responds to calls on behalf of other ministries such as the Child Support Guidelines Project for the Ministry of the Attorney General.

REVENUE AND DATA PROCESSING

7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry 1-800-263-7965
Fax (905)436-4494
8:30 - 5:00

In partnership with other provincial ministries and government bodies (e.g. OPP, Revenue Canada, Ministry of Natural Resources, Ministry of Attorney General), the Revenue and Data Processing section of Revenue Operations and Client Services Branch provides a cost-effective, re-engineered remittance processing and data capture service for all taxes, fines and fees for the Ministry of Finance and its agencies, as well as for each of the above partners.

FINANCIAL SERVICES POLICY AND INTEGRATED FINANCIAL INFORMATION SYSTEM (IFIS) PROJECT

16th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-2200
Fax (416)325-6382
8:30 - 5:00

Financial Services Policy and Integrated Financial Information System Project is responsible for the Financial Services Policy Branch and IFIS Project.

FINANCIAL SERVICES POLICY BRANCH

30th Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (416)326-9210
Fax (416)327-0941
9:00 - 5:00

The Financial Services Policy Branch provides the Ministry of Finance with policy research, analysis and development services regarding Ontario's interest in, and regulation of, the financial services sector.

INTEGRATED FINANCIAL INFORMATION SYSTEM (IFIS) PROJECT

16th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-2200
Fax (416)325-6382 (Executive Lead's Fax)
8:30 - 5:00

The Integrated Financial Information System (IFIS) project is a multi-year investment in the province's administrative infrastructure to transform the financial policies, processes, systems, skills and organization in order to implement the best financial management practices across the OPS such as: single enterprise-wide integrated financial information system, enhanced work flow, electronic commerce, shared services and accrual accounting to PSAAB standards. When implemented, the IFIS will enable decision makers to maximize the use of the province's resources and to anticipate potential pressures and opportunities.

FISCAL AND FINANCIAL POLICY DIVISION

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)325-0290
8:00 - 5:00

The Fiscal and Financial Policy Division provides the Minister of Finance and the government with advice and assistance on all aspects of fiscal and financial policy, fiscal planning, financial standards and reporting, and overall stewardship of the financial resources of the province.

FINANCIAL ANALYSIS BRANCH

Frost Bldg S
1st Flr Rm 131, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2727
Fax (416)327-2743
9:00 - 5:00

Financial Analysis Branch provides quality financial advice and expertise on fiscal planning, financial reporting, financial management accounting and business practice issues, for proposals and decisions with fiscal implications. It ensures that a thorough review and analysis of the impact of proposals is reflected in the government's fiscal plan and financial reporting practices.

FISCAL PLANNING BRANCH

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)327-9115
8:00 - 5:00

The Fiscal Planning Branch provides advice and support on the overall fiscal framework and strategy for the government, including the ongoing monitoring and management of Ontario's fiscal plan. The fiscal plan consists of the projected budget balance, supported by expected spending and revenue for the current fiscal year and for the medium term. The branch develops the Quarterly Ontario Finances and coordinates Budget Paper B as part of the annual Ontario Budget. In addition, the branch provides fiscal policy advice and analysis to the minister and senior officials on corporate and cross-ministry issues, such as Major Transfers, provincial/local issues and pay equity, as well as on all major expenditure program areas. The branch develops the strategic framework for expenditure savings initiatives and is responsible for development of the overall capital strategy.

OFFICE OF THE CONTROLLER

Frost Bldg S
1st Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-8050
Fax (416)325-2029
8:00 - 5:00

The Office of the Controller assists the government in determining financial reporting standards, and reports the province's financial position to the public and Legislature through annual Public Accounts. It works with ministries to promote good financial management practices to improve the quality of financial information for decision making. It ensures that financial controls and recording

systems are in place to safeguard the province's assets and to promote best practices. It works closely with the Office of the Provincial Auditor on issues in accounting and reporting policies, and with the Canadian Institute of Chartered Accountants and professional groups on standards for government financial reporting and financial management practices. It administers the annual reporting of public sector salaries of $100,000 and over under the Public Sector Salary Disclosure Act, and undertakes policy development and consultation to improve the accountability of public sector organizations.

OFFICE OF ECONOMIC POLICY

Frost Bldg N
5th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0840
Fax (416)325-9224
8:30 - 5:00

The Office of Economic Policy advises on and oversees the province's economic policies. It assists the Minister of Finance and the government by: developing economic, demographic and revenue forecasts, pursuing research into macroeconomic policies, international issues, sectoral and regional economic issues, socio-economic and labour market issues; and the design and coordination of economic policies aimed at enhancing the development of the provincial economy. The office also liaises with Statistics Canada on behalf of all ministries.

LABOUR ECONOMICS BRANCH

Frost Bldg N
5th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0802
Fax (416)325-0841
8:30 - 5:00

The Labour Economics Branch conducts research, provides analysis and develops policy options in the following labour economics and social policy areas: job creation, youth and older workers, unemployment, Employment Insurance, training and human resource development, education, incomes and compensation, collective bargaining, public sector analysis, low income, workers' compensation and employment standards.

MACROECONOMIC ANALYSIS AND POLICY BRANCH

Frost Bldg N
6th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0755
Fax (416)325-0796
8:30 - 5:00

The Macroeconomic Analysis and Policy Branch is responsible for analyzing the overall state of Ontario's economy. In particular it is charged with developing the macroeconomic and revenue forecasts for the Province, with monitoring current economic conditions and producing the quarterly Ontario Economic Accounts, and with assessing the macroeconomic impact of both provincial policy and major internal and external economic developments (e.g. changes in monetary policy). The IT unit which provides information technology services to the OEP, the Minister's and Deputy Minster's offices, and to the Communication Branch, is part of MAPB.

STRUCTURAL ECONOMICS BRANCH

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)985-2471
Fax (416)325-1187
9:00 - 5:00

The Structural Economics Branch provides analytical support and policy advice on a wide range of microeconomic issues related to economic growth and job creation. These include policy areas such as sectoral industrial and regional development, capital market structure and access to capital, research and development, technology, investment in infrastructure, small business, electricity industry restructuring and the environment. The branch also provides a medium-term sectoral forecast and analysis of regional and local economies.

OFFICE OF THE BUDGET AND TAXATION

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Z2
General Inquiry (416)314-0700
Fax (416)326-0046
9:00 - 5:00

The Office of the **Budget** and **Taxation** acts as the central focus point for the Ontario Budget planning and production processes. The office also formulates policies on taxation, federal-provincial finance, pensions and income security, as well as designing Ontario's Tax and Property Assessment Legislation.

INTERGOVERNMENTAL FINANCE POLICY BRANCH

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0133
Fax (416)327-0160
8:30 - 5:00

The Branch focuses on financial transfers from federal government to Ontarians and the Ontario government. It monitors, analyzes and negotiates federal-provincial financial arrangements; informs and advises on trends in fiscal federalism, on financial issues involving the federal government and other provinces. Responsibilities include Canada Health and Social Transfer, fiscal equalization, federal-provincial cost-shared programs reviews. It contributes to the overall formulation of income security and **pension** policy including changes to federal programs, e.g., pension and child benefits, Canada Pension Plan, Ontario Child Care Supplement for Working families, Ontario Guaranteed Annual Income System (GAINS) for seniors, social assistance reform, disability compensation and interaction of income security programs with the tax system. Pension policy includes teachers, public service and broader public sector (OMERS, Hydro, HOOP, CAAT) employment pension plans and WSIB benefits.

Services offered to the Public:
Federal-Provincial Programs
Income Security Policy
Pension Policy

PROPERTY TAX POLICY SECRETARIAT

Frost Bldg S
5th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0230
Fax (416)327-0260
8:30 - 5:00

The Property Tax Policy Secretariat is responsible for the development of policies relating to property assessment and property taxation in Ontario (including municipal taxes and education taxes). In support of this function, the Secretariat conducts extensive statistical analysis on property tax matters. The Secretariat is also responsible for the design and interpretation of property tax legislation and regulations (including the Assessment Act, the taxation provisions of the Municipal Act, and the Provincial Land Tax Act).

TAX DESIGN AND LEGISLATION BRANCH

Frost Bldg N
2nd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-2637
Fax (416)314-8635
8:30 - 5:00

The Tax Design and Legislation Branch is responsible for the overall design of Ontario's tax system. This responsibility includes designing tax options, preparing legislative specifications and monitoring drafts, supporting the Minister in the Legislature upon the passage of legislation and preparing regulations. In addition, the branch identifies opportunities to modify existing legislation in order to meet overall tax policy objectives and develops options for improvement. The branch analyzes and provides advice on requests for tax remission orders and Orders in Council.

TAXATION POLICY BRANCH

Frost Bldg S
5th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0230
Fax (416)327-0260
8:30 - 5:30

The Taxation Policy Branch develops tax policy options and advice for the Minister in the personal, corporate, sales and commodity tax fields. A primary focus is the preparation of provincial tax policy options for inclusion in the Ontario Budget. This involves an assessment of revenue, economic and social impacts. Responsibilities also include negotiating tax arrangements with the federal government, other provinces and local government and assessing the incidence of the tax structure in Ontario.

PRIVATIZATION

Suite 600, 56 Wellesley St W
Toronto M7A 1C1
(416)325-0408 (Reception)
Fax (416)325-8851
www.gov.on.ca/privatiz
8:30 - 5:00

A division of the Ministry of Finance, the Privatization Secretariat has the responsibility for reviewing government businesses and services to see if continued government involvement is

warranted, and if there are ways to improve service and value to taxpayers. Each review will incorporate expert advice and public input and will consider a wide range of options, including different forms of public/private partnerships, joint ventures, long-term leasing, not-for-profit corporations, the divestiture of assets, and having the government retain the business, improving its service and operations.

TAX REVENUE DIVISION

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5477
Fax (905)433-6686
8:30 - 5:00

The Tax Revenue Division administers the Corporations, Employer Health, Fuel, Gasoline, Land Transfer, **Mining**, Provincial Land, Race Tracks, Retail Sales and Tobacco Tax Acts, as well as the Income Tax Act (Ontario), Ontario Guaranteed Annual Income Act, The Ontario Home Ownership Savings Plan Act, Community Small Business Investment Funds Act, the **Succession Duty** Supplementary Provisions Act and specific sections of the Municipal Act and Electricity Act.

BUSINESS SERVICES BRANCH

7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6595
Fax (905)433-6461
8:30 - 5:00

The Business Services Branch is responsible for business services development, design, testing and implementation of all data processing systems; the provision of business re-engineering support and management of systems development for the Tax Revenue Division. Business Services provides maintenance of all Tax Revenue Division computer systems, in particular, administering an organized program of changes and corrections to all developed application program in use in the division. The branch ensures the systems are operating smoothly with minimal disruption to client branches and that revenue flows into the ministry. Business Services also satisfies a variety of requests for statistical information. The data is used to monitor operational performance, to access the impact of tax policy changes and to track and forecast cashflow into the ministry.

COLLECTIONS AND COMPLIANCE BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6677
Fax (905)433-6266
8:30 - 5:00

The Collections and Compliance Branch is responsible for the recovery of past-due tax payments and returns for tax statutes administered by the Tax Revenue Division.

CORPORATIONS TAX BRANCH

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6500
Fax (905)433-6998
8:30 - 5:00

The **Corporations** Tax Branch administers the Corporations Tax Act, which deals with corporations' income tax (based on taxable income) and capital tax (based on taxable paid-up capital). The branch also handles consents to revive or surrender charters or to dissolve a corporation voluntarily. Income tax and premium tax on **insurance** companies (based on taxable insurance premiums) is also a branch responsibility. In addition, the Corporations Tax Branch administers the Mining Tax Act. Mining taxes are based on profits generated from producing mines in Ontario in accordance with the Act.

Services offered to the Public:
Corporations Tax

DESK AUDIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6539
General Inquiry (905)433-6559
8:30 - 5:00

The Desk **Audit** section processes tax adjustments and performs audits based on submitted information. This section also answers questions on D. file

FIELD AUDIT OFFICES

33 King St W
Oshawa L1H 8H6

The Corporations Tax Branch maintains a Field Audit office in Oshawa.

FIELD AUDIT - OSHAWA
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6515
General Inquiry (416)965-1160 (Toronto)
Fax (905)433-5283
8:30 - 5:00

ACCOUNTING OPERATIONS UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6708
(416)965-1160x3036 (Toronto)
Fax (905)433-5197
8:30 - 5:00

The Accounting Operations Unit resolves queries and issues relating to amounts paid on account, interest charges and penalties assessed or reassessed.

RETURNS PROCESSING CENTRE

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
(905)436-4440 (D-File Returns)
(905)433-6700 (Paper Returns)
Fax (905)433-5287
8:30 - 5:00

The Returns Processing Centre receives and processes all corporate tax returns filed with the **Corporations** Tax Branch.

SPECIALITY ASSESSMENTS UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-5450
Fax (905)433-6137
8:15 - 4:30

The Speciality **Assessment**s Unit reviews and **audit**s all tax credits claimed on corporate tax returns.

TAXROLL ADMINISTRATION UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6666
Fax (905)433-5418
8:30 - 5:00

The Taxroll Administration Unit resolves issues relating to a corporation's liability to file a tax return, legal entity status, corporate registrations, corporate revivals, consents to dissolve and address changes.

TAX ADVISORY

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6513
Fax (905)433-6747
8:30 - 5:00

The Tax Advisory section provides advance rulings and legislative interpretations on the acts administered by the branch.

INCOME TAX RELATED PROGRAMS BRANCH

33 King St W
PO Box 624
Oshawa L1H 8H8
General Inquiry 1-800-263-7965 (Toll Free)
TTY 1-800-263-7776
Toll Free French 1-800-668-5821
Fax (905)436-4471
8:30 - 5:00

Income Tax Related Programs Branch administers the Employer Health Tax Act, the Guaranteed Annual Income System program; the Ontario Tax Reduction program; the Community Small Business Investment Funds Act; the Ontario Opportunities Fund; the Ontario Home Ownership Savings Plan Act; and the Ontario Tax Credits system which consists of the Ontario Home Ownership Savings Plan Tax Credit, the **Property Tax** Credit, the Sales Tax Credit, the **Political** Contribution Tax Credit, the Co-operative Education Tax Credit, the Graduate Transitions Tax Credit, **Workplace Child Care** Tax Incentive, and the Workplace Accessibility Tax Incentive. The branch also administers the Ontario Child Care Supplement for Working Families program.

Services offered to the Public:
Co-op Education Tax Credit
Community Small Business Investment Funds
Employee Ownership Labour Sponsored Venture Capital Corporation
Employer Health Tax
Employer Health Tax for Self-Employed Individuals
Guaranteed Annual Income System
Labour Sponsored Investment Funds
Ontario Child Care Supplement for Working Families Program
Ontario Home Ownership Savings Plan
Ontario Opportunities Fund
Ontario Tax Reduction
Political Contribution Tax Credit
Property and Sales Tax Credits

AUDIT

33 King St W
PO Box 624
Oshawa L1H 8H8
Toll Free 1-800-265-9005
Fax (905)436-4471
8:30 - 5:00

The Audit section performs field and desk audits for the Employer Health Tax and the Tax Credit Program. It also provides LAN and PC support to the branch.

OPERATIONS

33 King St W
PO Box 624
Oshawa L1H 8H8
Fax (905)436-4471 (GAINS, OHOSP & BIPS)
8:30 - 5:00

The Income Tax Related Programs Branch's Operations section consists of five units: Guaranteed Annual Income System, Ontario Home Ownership Savings Plan, Programs and Services, **Business**

Investment Plans (BIPS), and the Ontario Child Care Supplement for Working Families Program. BIPS administers the Community Small Business Investment Funds Act.

TAX ADVISORY

33 King St W
Oshawa L1H 8H5
General Inquiry 1-800-265-9005
Fax (905)436-4474 (EHT Greater Toronto East Clients)
8:30 - 4:30

Tax Advisory section provides legislation and program advisory support for the branch.

MOTOR FUELS AND TOBACCO TAX BRANCH

3rd Flr, 33 King St W
Oshawa L1H 8H9
General Inquiry (905)433-6393
Toll Free 1-800-263-7965
8:30 - 5:00

The Motor **Fuels** and **Tobacco** Tax Branch administers the **Gasoline** Tax Act, Fuel Tax Act, Tobacco Tax Act, Land Transfer Tax Act, Provincial Land Tax Act and the wind-down of **Succession Duty** Act. Tobacco, gas and fuel taxes are collected by appointed or registered collectors. Tax refunds are provided, when applicable. Land Transfer Tax is payable at Land Registry Offices or on unregistered dispositions at the Ministry of Finance. Provincial Land Tax is an annual tax on properties and gross receipts of telephone and telegraph companies in unorganized areas. Effective January 1, 1998 the Motor Fuels and Tobacco Tax Branch will also administrate the tax on gross receipts in organized areas, pursuant to the **Municipal** Act. The branch administers refunds of Land Transfer Tax to first-time home-buyers who opened an Ontario Home Ownership Savings Plan on or before December 31,1993, and refunds up to $1,725 of land transfer tax to first-time purchasers of newly constructed **homes**.

Services offered to the Public:
Dyer Registration Certificate - FTA
Exporter's Registration Certificate - FTA
Exporter's Registration Certificate - GTA
Fuel Acquisition Permit
Fuel Acquisition Permit - Kerosene
Fuel Acquisition Permit - Tobacco Curing
Fuel Tax
Gasoline Tax
IJT Registration Certificate - GTA
IJT of Middle Distillate Fuel Registration Certificate
Importer's Registration Certificate - FTA
Importer's Registration Certificate - GTA
International Fuel Tax Agreement (IFTA) Licencing -GTA, FTA
Land Transfer Tax
Ontario Trip Registration Certificate - Single Trip Permit
Propane Exemption Certificate -GTA
Provincial Land Tax
Registration Certificate - TTA
Succession Duty
Tobacco Tax
Transit Permit for Bulk Tobacco Products
Unmarked Cigarette Dealer's Permit
Wholesale Dealer's Permit (Tobacco)

REGIONAL TAX OFFICES

33 King St W
Oshawa L1H 8H5

The Regional Tax Offices deliver Ontario's key tax programs, Corporations Tax, **Retail Sales Tax** and Employer Health Tax through a "one window" tax office. There are two such offices: North York Regional Tax Office and Mississauga Regional Tax Office (listed elsewhere). The Regional Tax Offices provide **audit**, collection, service and taxroll activities for the programs administered by the Corporations Tax Branch, Retail Sales Tax Branch and Employer Health Tax Branch.

LONDON REGIONAL TAX OFFICE

Suite 400, 130 Dufferin Ave
London M6A 6G8
General Inquiry (519)873-1302
8:30 - 5:00

KITCHENER FIELD OFFICE
9th Flr, 305 King St W
Kitchener N2G 1B9
General Inquiry (519)576-8400
Toll Free 1-800-265-2303
Fax (519)571-6100
8:30 - 5:00

LONDON FIELD OFFICE
Dufferin Corporate Ctr
Suite 400, 130 Dufferin Ave
London N6A 6G8
General Inquiry (519)433-3901
Toll Free 1-800-265-1540
Fax (519)661-6618
8:30 - 5:00

WINDSOR OFFICE
Unit 103, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)250-0066
Toll Free 1-800-465-4021 (English)
Toll Free French 1-800-465-7027
Fax (519)972-2950
8:30 - 5:00

MISSISSAUGA REGIONAL TAX OFFICE

1st Flr, 1290 Central Pkwy W
Mississauga L5C 4R3
General Inquiry (905)273-9490 (Employer Health Tax & Retail Sales Tax)
Toll Free 1-800-265-9969 (Employer Health Tax & Retail Sales Tax)
Fax (905)949-7700 (Audit)
Fax (905)615-5860 (Director)
Fax (905)949-3389 (Services)
Fax (905)306-3016 (Collections)
8:30 - 5:00

BRANTFORD REGIONAL OFFICE
213 King George Rd
Brantford N3R 6S8
General Inquiry (519)754-4849
Toll Free 1-800-461-3806 (English)
Toll Free French 1-800-461-0038
Fax (519)758-2239
8:30 - 5:00

HAMILTON FIELD OFFICE
2nd Flr, 119 King St W
PO Box 2112
Hamilton L8P 4Y7
Fax (905)521-7868
8:30 - 5:00

NORTH YORK REGIONAL TAX OFFICE

2nd Flr, 5 Park Home Ave
North York M2N 6W8
(416)222-3226 (Retail Sales Tax)
(416)222-6246 (Employer Health Tax)
Toll Free 1-800-268-8852 (Retail Sales Tax - French and English)
Toll Free 1-888-565-6433 (Employer Health Tax)
Toll Free French 1-888-612-6509 (Employer Health Tax)
Fax (416)218-3738
Fax (416)218-3276 (Director's Fax Number)
8:30 - 5:00

ETOBICOKE SUB-OFFICE
48 Woolridge Crt
Brampton L6Y 3V7
General Inquiry (416)314-5794

SCARBOROUGH SUB-OFFICE
Suite 415, 1200 Markham Rd
Scarborough M1H 3C3

OTTAWA REGIONAL OFFICE
Suite 300, 1400 Blair Place
Gloucester K1J 9B8
General Inquiry (613)746-9200
Toll Free 1-800-461-4909
Toll Free French 1-800-461-4909
8:30 - 5:00

THUNDER BAY OFFICE
1st & 3rd Flr, 130 South Syndicate Ave
Thunder Bay P7E 1C7
General Inquiry (807)625-5840
Toll Free 1-800-465-6699 (English)
Toll Free French 1-800-465-1085
Fax (807)625-5848
8:30 - 5:00

RETAIL SALES TAX BRANCH
3rd Flr, 33 King St W
Oshawa L1H 8H7
General Inquiry (905)433-6170
Fax (905)433-5189 (Centralized Programs)
Fax (905)433-5433 (Director)
Fax (905)433-5254 (Tax Advisory)
8:30 - 5:00

This branch administers the **Retail Sales Tax** Act in Ontario. **Vendors** collect Retail Sales Tax from consumers at the time of sale on most goods, taxable services, insurance premiums and prices of admission. Vendors also pay tax on most goods manufactured for own use, purchased or imported for own use. The branch operates offices in Whitby, North Bay and Sudbury and supports four Regional Tax Offices in North York, Mississauga, London and Ottawa. These offices issue vendor **permits** and provide information on exemptions and other aspects of Retail Sales Tax, including vendor information for those starting a **business**. Tax advice is offered in numerous forms: answering taxpayer's specific questions by telephone, letter or in person; publishing sales tax guides; and providing bulletins, seminars, lectures and visits to businesses. Refunds and rebates to various claimants are verified and processed. It protects the tax base through visits and **audits**.

Services offered to the Public:
Propane/Alternative Fuels Program
Rebate for Vehicles to Transport a Permanently Physically Disabled Person
Tax for Fuel Conservation
Temporary Retail Sales Tax Rebate for Commercial Farmers
Used Vehicle Information Program

RETAIL SALES TAX FIELD OFFICES

DURHAM FIELD OFFICE
2nd Flr, 1600 Champlain Ave
Whitby L1N 9B2
General Inquiry (905)432-3332
Toll Free 1-800-668-5810
Toll Free 1-800-615-2757 (Refunds)
Fax (905)435-3535 (Services)
Fax (905)435-3515 (Audit)
Fax (905)435-3543 (Refunds)
8:30 - 5:00

HAMILTON FIELD OFFICE
15th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7504
Toll Free 1-800-263-9229
Fax (905)521-7868
8:30 - 5:00

NORTH BAY FIELD OFFICE
Suite 102, 447 McKeown Ave
PO Box 6010
North Bay P1B 9T3
General Inquiry (705)474-4900
Toll Free 1-800-461-1564
Fax (705)495-3805
8:30 - 5:00

SPECIAL INVESTIGATIONS BRANCH

3rd Flr N, 55 Athol St E
Oshawa L1H 1J8
General Inquiry (905)433-6900
Fax (905)436-4493
8:30 - 4:30

The Special Investigations Branch is responsible for the **enforcement** of 14 statutes administered by the Tax Revenue Division. It investigates cases of tax evasion, **fraud**ulent grant and tax credit **claims**, and other serious **offences**. It recommends **prosecution** in cases where sufficient evidence is available to support such action.

Services offered to the Public:
Tax Enforcement

TAX APPEALS BRANCH

3rd Flr, 1600 Champlain Ave
Whitby L1N 9B2
Toll Free 1-800-263-7965 (Customer Service Centre)
Toll Free 1-800-461-2637
TTY Toll Free 1-800-263-7776 (Customer Service Centre)
Toll Free French 1-800-668-5821 (Customer Service Centre)
Fax (905)435-2000
8:30 - 5:00

The Tax **Appeal**s Branch processes objections and appeals filed under the following statutes administered by the ministry: the **Corporations** Tax Act, the **Mining** Tax Act, the Fuel Tax Act, the **Gasoline** Tax Act, the **Land** Transfer Tax Act, the **Retail Sales Tax** Act, the **Tobacco** Tax Act, the Ontario Guaranteed Annual Income Act, the Race Tracks Tax Act, the Ontario Home Ownership Savings Plan Act, the Small Business Development Corporations Act, the Employer **Health** Tax Act, the **Municipal** Act, the Community Small Business **Investment** Funds Act and the Income Tax Act (Ontario). General information and forms may be obtained by calling our Customer Service Centre.

Services offered to the Public:
Objections and Appeals

AGENCIES, BOARDS AND COMMISSIONS

DEPOSIT INSURANCE CORPORATION OF ONTARIO

Suite 700, 4711 Yonge St
Toronto M2N 6K8
(416)325-9444 (Bilingual Inquiries)
Toll Free 1-800-268-6653
Fax (416)325-9722
www.DICO.com www.SOAD.com
8:45 - 4:30

The Deposit **Insurance** Corporation of Ontario was established in 1976 by the **Credit Unions** and **Caisses Populaires** Act. Its mission is "to protect depositors" of Ontario credit unions and caisses populaires. DICO is administered by a board of directors appointed by the government, and is accountable to the Provincial Legislature through the Minister of Finance. It provides deposit insurance for individual depositors to a current limit of $60,000. Under the Credit Unions and

Caisses Populaires Act, 1994 S.O., the Corporation's responsibilities include: providing deposit insurance, acting as the stabilization authority for the system, minimizing deposit insurance claims, promoting standards of sound business practices, collecting and publishing statistics, providing financial assistance to units under administration, acting as administrator of member institutions.

FINANCIAL SERVICES COMMISSION

17th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)590-7000 (Superintendent's Office)
General Inquiry (416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
Toll Free 1-800-668-0128x7000 (Superintendent's Office)
TTY Toll Free 1-800-387-0584
Fax (416)590-7078 (Superintendent's Office)
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

The **Financial** Services Commission of Ontario (FSCO) was created on July 1, 1998, as an arm's length agency of the Ministry of Finance. As an integrated regulator, FSCO merges Ontario's regulatory activities governing pensions, insurance, loan and trust companies, credit unions, caisses populaires, co-operatives and mortgage brokers, into one body. FSCO's mandate is to enhance consumer confidence and public trust in the regulated sectors; and also to make recommendations to the Minister on matters affecting the regulated sectors.

AUTOMOBILE INSURANCE ANALYSIS DIVISION

5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00

The Automobile Insurance Analysis Division regulates most aspects of the automobile insurance industry. The regulatory authority is found in the various sections of the Insurance Act and the Compulsory Automobile Insurance Act. The division's primary private sector client base includes consumers of automobile insurance, claimants of automobile insurance benefits, insurance companies and industry associations. The division is comprised of four sections: Rates & Classifications; Actuarial Services and Accident Benefits Analysis, and the Motor Vehicle Accident Claims Fund.

ACCIDENT BENEFITS ANALYSIS UNIT

5160 Yonge St
Box 85
North York M2N 6L9
General Inquiry (416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00

The Accident Benefits Analysis Unit monitors and evaluates the operation of the Statutory Accident Benefits Schedule of the Insurance Act, and accident benefits utilization trends in the automobile insurance system in Ontario, through regular consultation with the insurance industry and other branches within the commission. The unit also supports the work of the Minister's committee on the Designated Assessment Centre System in developing a system of centres which provide claimants and insurers with fair, impartial and cost-effective evaluations of claimants' entitlement to accident benefits on a timely basis.

ACTUARIAL SERVICES

5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00

The Actuarial Services office is responsible for all actuarial matters involving the approval of insurance rates (premiums) for automobile insurance and the pre-paid health plans, the review of the actuarial reserves on annual financial statements, the valuation of the Motor Vehicle Accident Claims Fund, the approval of industry statistics captured under the Automobile Statistical Plan, the Ontario Statutory Accident Benefits Plan and the Commercial Casualty Statistical Plans, the review of licence applications, mergers and amalgamations; as well as providing actuarial support to other branches within the commission.

MOTOR VEHICLE ACCIDENT CLAIMS FUND

5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-1422 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-268-7188 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7076
www.fsco.gov.on.ca
8:00 - 5:00

The **Motor Vehicle Accident Claims** Fund (**MVACF**) provides **compensation** to people injured in auto accidents when no automobile **insurance** exists to respond to the claim. In cases of damage to property, not otherwise insured against vehicle impact (e.g., hydro and telephone poles or self-insured municipal property), both the owner and driver of the uninsured vehicle must be identified.

In cases where it is legally permissible, the branch attempts to recover from the uninsured motorist the monies paid out on their behalf.

RATES AND CLASSIFICATIONS

5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00

Rates and Classifications approves/authorizes automobile **insurance** rates (premiums) and risk classifications of companies underwriting automobile insurance in Ontario. The branch ensures that insurance companies comply with the Insurance Act with respect to the rates being just and reasonable, not excessive, so as not to impair the solvency of the company. The risk classification systems must be predictive of risk and distinguish fairly between risks. Review changes to Facility Association's Plan of Operation and publication to ensure information is appropriately communicated to insurers and brokers to ensure fairness in how automobile insurance is provided through the insurers of last resort. Review the automobile insurance underwriting rule of filings of insurance companies to ensure rules are predictive of risk, not subjective, not arbitrary or contrary to public policy. Automobile insurance forms are reviewed to ensure information provided is understandable to the consumer.

CORPORATE SERVICES

5160 Yonge St
PO Box 85
North York M2N 6L9
Fax (416)590-7070
8:00 - 5:00

Corporate Services, consisting of four sections, is responsible for the commission's administrative, business planning, financial, human resources and information technology services.

DISPUTE RESOLUTION GROUP

14th Flr, 5160 Yonge St
North York M2N 6L9
General Inquiry (416)250-6714 (24 Hour Info Line)
(416)590-7210 (Mediation Hotline)
(416)590-7202 (Arbitration Hotline)
Toll Free 1-800-517-2332 (24 Hour Info Line)
Fax (416)590-8462 (Arbitration)
Fax (416)590-7077 (Mediation and Appeals)
8:00 - 5:00

The Dispute Resolution Group provides a **mediation**, **arbitration** and **appeal** process for disputes arising from an individual's claim to statutory accident benefits (automobile **insurance**) for bodily injury.

LEGAL SERVICES

17th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
Fax (416)590-7070
8:00 - 5:00

Legal Services provides the Financial Services Commission with legal opinions and advice, assistance in policy development, staff training and prepares and drafts agreements, regulations and legislation. Legal Services represents the Superintendent in the courts and at various administrative proceedings, as well as represents the Motor Vehicle Accident Claims Fund in proceedings involving uninsured or unidentified drivers.

LICENSING AND ENFORCEMENT DIVISION

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-9209 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-263-0541 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

The **Licensing** and **Enforcement** Division is responsible for licensing of financial institutions and intermediaries doing business in Ontario: **insurance** companies; **credit unions**; **loan** and **trust companies**; **cooperatives**; life insurance agents; insurance corporate agencies; insurance adjusters and mortgage brokers. The division also monitors solvency of financial institutions incorporated in Ontario. The division administers and enforces the Insurance Act, Credit Unions and **Caisses Populaires** Act, the Co-operatives Corporations Act, the Loan and Trust Corporations Act, and Mortgage Brokers Act. The division is also responsible for compliance audits and reviews such as agent compliance with continuing education requirements; insurance company compliance with market conduct requirements. It provides investigation services to support FSCO enforcement actions.

Services offered to the Public:
Investigations

CREDIT UNIONS AND CO-OPERATIVES BRANCH

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)226-7776 (Credit Unions/Caisses Populaire/Co-operatives)
Fax (416)226-7870
www.fsco.gov.on.ca
8:00 - 5:00

Credit Unions and Co-operatives Branch reports to the Superintendent of Financial Services, the director of the branch is responsible for: Regulation under the Credit Unions and **Caisses Populaires** Act 1994 of Ontario's credit unions and caisses populaires, to protect the interests and deposits of their members. This is accomplished by programs of monitoring and on-site **inspection**, to ensure compliance with the statute and standards of sound business practice. The branch processes statutory approvals including lending **licences**, sale of securities to members, new

incorporations and mergers. Administration of the Co-operatives Corporations Act including statutory processes for incorporation of new co-operatives, issuance of offering statements for sale of securities to members of co-operatives and receipt of statutory filings. Administration of the Loan and Trust Corporations Act including processing required statutory approvals.

OFFICE OF THE OMBUDSMAN

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-6750 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-8480
8:30 - 4:45

The Office of the Ombudsman responds to unresolved **consumer complaints** about business practices of the regulated sectors. The office maintains a list of **insurance** company Ombudsman liaison representatives.

PENSION PLANS BRANCH

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)226-7776 (Calls Accepted From Within Canada)
(416)226-7778 (Information Tape - CPP, OAS, Public Service Pension Board)
Fax (416)226-7750
Fax (416)226-7777
8:00 - 5:00

The mandate of the **Pension** Plans Branch is to support the Superintendent of Financial Services in administering The Pension Benefits Act (the "Act") and the regulations made under the Act (the "Regulations"). The branch processes applications made under the Act, ensures that pension plans registered comply with the Act and the Regulations and takes **enforcement** action where required. The branch is also responsible for the monitoring of revenues collection by the Taxation Data Centre (TDC) in Oshawa and reviewing the Annual Information Return (AIR) fees and Pension Benefits Guarantee Fund (PBGF) **Assessment**s in accordance with the Act.

POLICY AND COMMUNICATIONS BRANCH

5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-7250 (24 Hour Info Line)
(416)590-7298 (Publications Request Line)
(416)590-7230 (Media Line)
TTY (416)590-7108
Toll Free 1-800-668-0123 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca.
8:00 - 5:00

The Policy and Communications Branch consists of four sections: Pension Policy Section, Insurance and Deposit Institution Policy Section, Public Affairs Section and the Auto Insurance Projects Section. The branch's main functions are as follows: policy research and development,

stakeholder relations, interjurisdictional cooperation, media relations, issues coordination, press releases, special events planning, speech writing, publications, industry bulletins, and special projects.

FINANCIAL SERVICES TRIBUNAL

14th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)250-7750
8:30 - 4:30

The Financial Services Tribunal is a separate adjudicative body of nine to fifteen members whose Chair and two Vice-Chairs are also those of the Financial Services Commission of Ontario. All the members of the Financial Services Tribunal have expertise in the regulated sectors and are appointed by the Lieutenant Governor in Council for periods not exceeding three years. The Financial Services Tribunal will hear all **appeals** or reviews of a proposed or intended decision of the Superintendent of Financial Services at the request of one of the affected parties.

ONTARIO ELECTRICITY FINANCIAL CORPORATION

Suite 1400, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8085
www.oefc.on.ca
8:30 - 5:00

The Ontario Electricity Financial Corporation (OEFC) was established by the Electricity Act, 1998 as the legal continuation of the former Ontario Hydro. The OEFC is an agency of the Province of Ontario and is responsible for servicing and retiring the former Ontario Hydro's provincially guaranteed debt and managing certain other legacy liabilities. The OEFC relies on a series of dedicated revenue streams generated from the electricity sector to extinguish its obligations. The Ontario Financing Authority, an agency of the Province of Ontario, provides the risk management, cash management, banking and accounting services to the OEFC in order to manage and retire the outstanding debt and derivative contracts of the former Ontario Hydro. The OEFC is the Administrator of the former Ontario Hydro pension plan. OEFC will retain this responsibility until the pension plan assets and liabilities can be allocated among the pension plans of the other successor companies to Ontario Hydro.

ONTARIO FINANCING AUTHORITY

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8005
Fax (416)325-1595 (Frost Bldg S)
www.ofina.on.ca
8:30 - 5:00

The Ontario Financing Authority is an agency of the Province of Ontario, created under the Capital Investment Plan Act, 1993, reporting to the Minister of Finance through the chair of the board of directors. The Ontario Financing Authority is responsible for arranging, coordinating and managing the borrowing, investment of funds and financial risk management activities on behalf of the

province, its Crown corporations and other public bodies, in the most efficient and cost-effective manner. It also provides efficient centralized cash and liability management services for the province, its Crown corporations and other public bodies; facilitates the development of financing investment in capital infrastructure; and operates the Province of Ontario Savings Office (POSO). OFA is comprised of five divisions: Capital Markets, Risk Control, Capital Markets Treasury, Corporate Finance and Province of Ontario Savings Office.

CAPITAL MARKETS DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8128
Fax (416)325-8111
8:00 - 5:00

The Capital Markets Division, including Investor Relations, is responsible for all capital market activities on behalf of the province. It develops and executes financing strategy, manages the province's assets, invests funds for the province, determines and carries out risk management strategy and manages pooled funds.

CAPITAL MARKETS TREASURY DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8083
Fax (416)325-8118
8:00 - 5:00

The Capital Markets Treasury Division is responsible for cash management, banking services and relations with the banking community, settlement and confirmation of capital market transactions and fiscal agency monitoring, accounting for debt and public debt interest, management and financial reporting, and internal controls.

CORPORATE FINANCE DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8102
Fax (416)325-9960
8:30 - 5:00

The Corporate Finance Division is involved with the overall management of provincial credit, specifically with respect to the financing of capital infrastructure projects. It negotiates and structures financing transactions for specific projects and provides advisory services to the province and Crown corporations regarding financing alternatives.

RISK CONTROL DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8102
Fax (416)325-8140
8:00 - 4:45

The Risk Control Division is responsible for: risk management policies; information relating to risk exposures, market value and performance measurement of capital market transactions and portfolios; monitoring and forecasting public debt interest cost; credit analysis of counter parties; maintaining Ontario's relationship with the credit rating agencies; and all information technology needed to support the Ontario Financing Authority's business.

PROVINCE OF ONTARIO SAVINGS OFFICE HEAD OFFICE

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5788
Toll Free 1-888-283-8333
Fax (905)433-6519
www.ofina.on.ca/poso.html
8:15 - 4:30

The Province of Ontario **Savings Office** operates twenty-three branches and five agencies in twenty-two communities. The Savings Office provides savings/chequing accounts, Short Term Deposits and Guaranteed **Investment Certificates** to the public. All funds on deposit are guaranteed 100% by the Province of Ontario.

SAVINGS OFFICE AGENCIES

ARMSTRONG
12 King St
Armstrong P0T 1A0
General Inquiry (807)583-2667
Fax (807)583-2094

GOGAMA
41 Poupore St
Gogama P0M 1W0
General Inquiry (705)894-2168
Fax (705)894-2571

KILLARNEY
7 Channel St
Killarney P0M 2A0
General Inquiry (705)287-2653
Fax (705)287-2732

PICKLE LAKE
6 Koval St S
Pickle Lake P0V 3A0
General Inquiry (807)928-2968
Fax (807)928-2063

VIRGINIATOWN
42 Connell Ave
Virginiatown P0K 1X0
General Inquiry (705)634-2346
Fax (705)634-2717

SAVINGS OFFICE LOCATIONS

AYLMER
34-36 Talbot St W
Aylmer N5H 1J7
General Inquiry (519)765-1286
Fax (519)765-1690

BRANTFORD
171 Colborne St
Brantford N3T 6C9
General Inquiry (519)753-4131
Fax (519)753-7121

GUELPH
153 Wyndham St N
Guelph N1H 4E9
General Inquiry (519)821-2101
Fax (519)821-2990

HAMILTON - CENTRE MALL
Centre Mall
1227 Barton St E
Hamilton L8H 2V4
General Inquiry (905)547-6202
Fax (905)547-4748

HAMILTON-MAIN
Lloyd D Jackson Square
2 King St W
Hamilton L8P 1A1
General Inquiry (905)528-6391
Fax (905)528-8103

LONDON
353 Richmond St
London N6A 3C2
General Inquiry (519)432-1197
Fax (519)432-7896

OTTAWA
171 Sparks St
Ottawa K1P 5B9
General Inquiry (613)239-1469
Fax (613)239-1482

OWEN SOUND
825 2nd Ave E
Owen Sound N4K 5P3
General Inquiry (519)376-6025
Fax (519)376-1041

PEMBROKE
40 Pembroke St W
Pembroke K8A 6X3
General Inquiry (613)732-7821
Fax (613)732-3830

SEAFORTH
49 Main St
Seaforth N0K 1W0
General Inquiry (519)527-0210
Fax (519)527-2512

ST CATHARINES
106 King St
St Catharines L2R 3H8
General Inquiry (905)688-4661
Fax (905)688-0320

ST MARYS
134 Queen St
St Marys N4X 1A9
General Inquiry (519)284-2260
Fax (519)284-2622

SUDBURY
Suite 105, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7373
Fax (705)670-7375

THUNDER BAY
Suite 102 Podium Level, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7390
Fax (807)343-7388

WALKERTON
236 Durham St
Walkerton N0G 2V0
General Inquiry (519)881-3321
Fax (519)881-3797

WINDSOR
545 Ouellette Ave
Windsor N9A 4J3
General Inquiry (519)254-4324
Fax (519)254-6270

WOODSTOCK
396 Dundas St
Woodstock N4S 1B7
General Inquiry (519)537-8194
Fax (519)537-8844

TORONTO SAVINGS OFFICES

BAY AND ADELAIDE
328 Bay St
Toronto M5H 2S7
General Inquiry (416)363-7282
Fax (416)363-0896

BROADVIEW
838 Broadview Ave
Toronto M4K 2R1
General Inquiry (416)463-1117
Fax (416)463-7773

DANFORTH AND WOODBINE
2031 Danforth Ave
Toronto M4C 1J8
General Inquiry (416)698-8320
Fax (416)698-9131

QUEEN'S PARK
Macdonald Block
Rm M1-40, 900 Bay St
Toronto M7A 2A9
General Inquiry (416)325-8480
Fax (416)325-8487

ST CLAIR
112 St Clair Ave W
Toronto M4V 2Y3
General Inquiry (416)925-3887
Fax (416)925-3874

UNIVERSITY AND DUNDAS
439 University Ave
Toronto M5G 1Y8
General Inquiry (416)965-3891
Fax (416)324-4722

ONTARIO SECURITIES COMMISSION

Suite 800, 20 Queen St W
PO Box 55
Toronto M5H 3S8
General Inquiry (416)597-0681
Fax (416)593-8241
www.osc.gov.on.ca
8:45 - 4:45

The Ontario **Securities** Commission maintains a list of reporting issuers and **records** filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors. It processes **prospectus** offerings of securities and applications for exemption, as well as applications for transfer or release of securities from escrow. The commission registers and investigates **consumer complaints** about **stockbrokers**, their salespersons and **investment** advisers; and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities and answers general questions about commodity futures trading.

ACTS

Assessment Act
Capital Investment Plan Act, 1993
Child Care Supplement Information Collection Act, 1998
Commodity Futures Act
Community Small Business Investment Funds Act
Compulsory Automobile Insurance Act
Cooperative Corporations Act
Corporations Tax Act
Credit Unions and Caisses Populaires Act, 1994
Employer Health Tax Act
Fair Municipal Finance Act No. 1, 1997
Fair Municipal Finance Act No. 2, 1997
Financial Administration Act
Financial Services Commission of Ontario Act, 1997
Fuel Tax Act
Gasoline Tax Act
Income Tax Act
Insurance Act
Insurance Statute Law Amendment Act, 1993
Land Transfer Tax Act
Loan and Trust Corporations Act
Marine Insurance Act
Mining Tax Act
Ministry of Revenue Act
Ministry of Treasury and Economics Act
Mortgage Brokers Act
Motor Vehicle Accident Claims Act
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed)
Ontario Guaranteed Annual Income Act
Ontario Home Ownership Savings Plan Act
Ontario Loan Act, 1998
Ontario Property Assessment Corporation Act, 1997
Pension Benefits Act
Prepaid Hospital and Medical Services Act
Province of Ontario Savings Office Act

Provincial Land Tax Act
Race Tracks Act
Registered Insurance Brokers Act
Retail Sales Tax Act
Securities Act
Small Business Development Corporations Act
Small Business and Charities Protection Act, 1998
Social Contract Act, 1993
Statistics Act
Succession Duty Act
Tobacco Tax Act
Toronto Futures Exchange Act, 1983
Toronto Stock Exchange Act
Treasury Board Act, 1991
Unclaimed Intangible Property Act (unproclaimed)

MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5225
Fax (416)325-5221
www.ofa.gov.on.ca
8:30 - 5:30

OFFICE OF FRANCOPHONE AFFAIRS

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4949
TTY (416)325-0017
Toll Free 1-800-268-7507
Fax (416)325-4980
ofa@ofa.gov.on.ca
8:30 - 4:45

The Office of **Francophone** Affairs (OFA) is a central agency that serves as the Ontario Government's main source of expertise on matters relating to francophone affairs and **French** language services. The Office provides information on the province's French-speaking population to other levels of government and members of the public. Vision: To ensure that francophones have access to provincial government services in French and that they participate in the social, economic, cultural and political life of the province, while maintaining their cultural and linguistic heritage. Mission: To coordinate the government-wide delivery of French language services in the 23 areas designated under the French Language Services Act.

Services offered to the Public:
Production of francophone publications

ACTS

French Language Services Act

MINISTRY OF HEALTH AND LONG-TERM CARE

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 2C4
General Inquiry (416)327-4327
www.gov.on.ca/health

Ministry of Health and Long-Term Care is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefits, assistive devices, care for the mentally ill, long-term care, home care services, community and public health, health promotion and disease prevention. It also regulates hospitals, nursing homes, long-term care facilities; operates psychiatric hospitals and medical laboratories; and coordinates emergency health services.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND INFORMATION BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1S2
General Inquiry (416)327-4343
TTY 1-800-387-5559
Fax (416)327-8791
www.gov.on.ca/health

The Communications and Information Branch supports the programs and policies of the ministry through the development of strategic communications plans; production of a variety of information including speeches, statements and news releases; issues management; and media liaison. INFOline provides information on the programs, services and activities of the ministry by responding to telephone, in-person and written requests for information.

INFOLINE
6th Flr, 2195 Yonge St
Toronto M4S 2B2
General Inquiry (416)327-4327
TTY 1-800-387-5559
Toll Free 1-800-268-1153
Fax (416)314-8721

CORPORATE COORDINATION OFFICE

Hepburn Block
11th Flr Rm SW1121, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8530
Fax (416)327-2714

The Corporate Coordination Office manages relationships with central agencies to facilitate government decision-making about ministry business in a timely fashion.

LEGAL SERVICES BRANCH

Hepburn Block
10th Flr Rm SW1035, 80 Grosvenor St
Toronto M7A 1S3
General Inquiry (416)327-8606
(613)548-6305 (Kingston Counsel)
Fax (416)327-8605 (Toronto)
Fax (613)548-6650 (Kingston Counsel)
8:30 - 5:30

Legal services provided to the ministry by this branch include preparation of contracts, provision of opinions, appearances at court hearings, preparation, review and interpretation of statutes and regulations; and other legal matters. The Legal Services Branch is seconded to the Ministry of Health by the Ministry of the Attorney General.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

6th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7040
Fax (416)327-7044

The Freedom of Information and Protection of Privacy (FIPP) Office coordinates the implementation of the Freedom of Information and Protection of Privacy Act (Act) within the Ministry of Health. The unit develops policies and procedures and offers an educational program to assist ministry staff in responding to requests for information. Customer service is an important aspect of the FIPP office function since the office processes information applications, reviews severance procedures, offers advice and assistance concerning procedures to program areas, and establishes and collects fees in accordance with the Act. Ministry preparations for appeals are coordinated with the Legal Services Branch and program areas. The FIPP office liaises with the Office of the Information and Privacy Commissioner/Ontario and other ministry staff to ensure that practices for the collection of personal information comply with the Act.

CORPORATE SERVICES GROUP

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-5318
Fax (416)327-4409

The Corporate Services Group delivers a broad range of strategic and operational services to clients in the ministry. The group leads the development and implementation of ministry management and accountability systems: advises its clients on the acquisition of their resources (e.g. dollars, people, information technology etc.); educates, advises, and provides tools to support clients and their management of change; audits and evaluates ministry management systems; provides information management and information technology support.

FISCAL STRATEGIES BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-8672
Fax (416)314-5919

The Fiscal Strategies Branch coordinates the ministry's business planning and estimates processes, including the preparation of submissions to Management Board and regular reporting of the

ministry's financial status to the Central Agencies. The branch provides detailed monitoring and forecasting of expenditures, financial analysis and controllership services. Responsibilities include the provision of financial management, forecasting, and advisory services to ministry program managers and to ministry senior management.

BUSINESS PLANNING UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-8689
Fax (416)314-5919

The Business Planning Unit is responsible for coordination of the ministry's business plan, including development of the workplan and associated timeline, the tracking of proposals and program changes, the preparation of the presentations to senior management and central agencies, and the communication of results and estimates defence.

CAPITAL SERVICES

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-7051
Fax (416)327-7076

Capital Services (CS) manages the capital planning and funding for the Ministry of Health. The unit ensures consistent capital planning and provides technical support and advice for individual capital projects. CS monitors and evaluates capital expenditures to ensure legislative and fiscal accountability in the expenditure of public funds.

MULTI-YEAR FORECASTING UNIT

MacDonald Block
2nd Flr Rm M2-61, 80 Grosvenor St
Toronto M7A 1Y5
General Inquiry (416)327-8656
Fax (416)327-0928

The Multi-Year Forecasting Unit provides support for multi-year financial forecasting in the Ministry of Health. The unit develops and distributes parameters for multi-year forecasting, analyses cost information and provides forecasting advice to other parts of the Ministry.

HUMAN RESOURCES BRANCH

7th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8743
Fax (416)327-4482
Fax (416)327-4483 (Director's Office)

The Human Resources Branch supports the implementation of corporate initiatives and the ministry's core businesses and policy priorities by providing senior management, corporate office and field staff with comprehensive human resources advice, policy direction, strategic planning and interpretation of bargaining unit agreements. The Human Resources Branch provides a wide range of human resource services through a regional structure in 11 locations across the province. Services are provided to clients and employees by human resources consultants, specialists and assistants. These services include the provision of information, advice, support and direct services on matters related to Employee Relations, Health and Safety, Staffing/Recruitment, Compensation

and Benefits, Workforce and Organizational Planning, Staffing and Development and Compensation and Job evaluation.

INFORMATION SYSTEMS DIVISION

Macdonald-Cartier Bldg
5th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6384
Fax (613)548-6585
8:00 - 4:00

The Information Systems Division is responsible for the development, implementation, management and operation of the ministry's information systems. These systems are designed to support and meet the needs of corporate and program management, planners and researchers within/outside government. The division provides application development and support for both Toronto and Kingston-based clients, as well as the development, maintenance and support for the technological infrastructure for the ministry in both Toronto and Kingston.

INFORMATION MANAGEMENT BRANCH

Macdonald-Cartier Bldg
5th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6384
Fax (613)548-6585
8:00 - 4:00

Information Management Branch (IMB) has primary responsibility for managing the ministry's information resources and ensuring that new application systems are developed within the information architecture. Thus IMB ensures that data and processes are secure, consistent, non-redundant and accessible, enabling the integration of all health care information.

PROGRAM MANAGEMENT OFFICE

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
infomail@pmoweb.org
8:30 - 5:30

The Program Management Office is responsible for the Smart systems for health.

SYSTEMS DEVELOPMENT BRANCH

9th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)326-1225
Fax (416)327-4429 (Toronto)
Fax (613)548-6539 (Kingston)
8:00 - 4:00

The Systems Development Branch is responsible for the design, development, support and maintenance of corporate application systems, including large administrative application systems, such as PeopleSoft; large health application systems, including medical claims payments, provider registration, and Ontario Health Card registration; and corporate desktop applications like the Reciprocal In-Patient and Out-Patient Billing system. Systems Development Branch supports over

3,700 mainframe programs and approximately 100 departmental and desktop systems using a mix of full-time employees and fee-for-service resources.

TECHNOLOGY MANAGEMENT BRANCH

Macdonald-Cartier Bldg
5th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6350
Fax (613)548-6693
8:00 - 4:00

The Technology Management Branch is responsible for the planning, development, implementation, support, and management of the ministry's information technology infrastructure including desktop services, server support, telecommunications and technical architecture and development.

INTERNAL AUDIT SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7792
Fax (416)327-7809

The ministry's senior management uses audit services to obtain internal, independent and objective assurances with respect to the effectiveness of the ministry's control framework in mitigating and managing risks which, if not addressed, could impede the ministry's ability to accomplish its objectives. Audit services include risk assessments, control reviews, audits, special assignments and consulting services. The branch maintains quality by identifying best practices and opportunities for improvement in the Ministry's control processes. Audit services are provided on a cost recovery basis by the Internal Audit Division of Management Board Secretariat.

SUPPLY AND FINANCIAL SERVICES BRANCH

10th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7972
Fax (416)327-7979
8:00 - 4:00

Supply and Financial Services Branch provides a wide range of administrative, technical, financial management and other business support services to the ministry and the health care system. The branch also manages the ministry's revenue, banking and payment processes through a shared Business Service Bureau with Ministry of Community and Social Services. The branch's main functions include Corporate Financial Services; Health Insurance and Related Payments; Supply and Services; and Facilities Management.

BRANCH OPERATIONAL SUPPORT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312

Branch Operational Support Services provides a wide variety of administrative, clerical and data entry services both within the branch and ministry wide. Corporate services include parking space allocations and associated payment processing for employee and corporate parking requests; photo ID (security) cards for ministry staff; Cenmail System (a Centralized Mailing List System for use

by the entire ministry) provides both mailing labels/reports of a wide variety of common mailing lists; service management of contracted online electronic reference services.

SUBROGATION

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6772
Fax (613)548-6763
8:30 - 4:30

The Subrogation unit recovers on behalf of ministry programs, the cost of health care services rendered to a person who has suffered an injury as a result of other's negligence, wrongful act, or omission. Recoveries are made for all past and future insured services rendered under the Health Insurance Act and services or benefits provided under the Long-Term Care Act.

INNOVATIONS AND IMPROVEMENTS

2nd Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-0329

In keeping with the government's agenda of accountability, the Innovations and Improvements unit was created to examine business processes and to implement Activity Based Costing (ABC) as a tool to rationalize its business processes and to prepare for the transition of services to the OSSB (Ontario Shared Services Bureau).

FACILITIES MANAGEMENT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312
8:30 - 5:00

Facilities Management Services (FMS) for the Ministry of Health, provides assistance to all ministry programs in meeting their accommodation needs across the province. It is also the focal point for strategic accommodation planning for the ministry. FMS services offered include needs analysis, site selection, design coordination including the use of outside design consultants, review of operations and maintenance repair requirements, as well as, coordination of leasing, construction and relocation activities. FMS also provides advisory services to ministry agencies on their space or project needs.

FORMS MANAGEMENT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7164
Fax (416)327-0329
www.gov.on.ca/health
8:00 - 4:00

The Forms Management Services program is an integral part of the core function of the Ministry of Health (MOH) in its ability to collect, record, transmit and store information. Its function serves every program and administrative area of the ministry. An intranet on-line catalogue of all MOH registered forms displaying the most current profile/version is located at http://

headp1.moh.gov.on.ca. An internet site for on-screen fillable forms for public access is located at http://www.gov.on.ca/health.

RECORDS MANAGEMENT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312

The Records Management Services provides a variety of services to Ministry of Health clients to protect the legal, fiscal and administrative interests of the Ontario Government and the public. Records Analysts enforce recorded information policies and procedures that are consistent with government wide directives and standards such as Archives Act, Directive 7-5 Management of Recorded information, Freedom of Information, Protection of Privacy Act (FIPPA), etc. Analysts consult with program area and prepare records schedules and file classifications. They provide guidance and direction on transferring records to offsite storage or disposal through ministry's confidential record disposal system. Consultation services are provided on record management related issues such as program transfers, relocations and closures.

MAIL AND REPRODUCTION SERVICES

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6515
TTY (613)548-6371
Fax (613)548-6634 (All departments except director's office)
8:00 - 4:30

Mail and Reproduction Services provides a full range of services that include mail and messenger services, large volume mailing capabilities, reproduction and stationery stores and micro-imaging services that include source document filming. A thorough description of services available can be obtained at the Supply and Financial Services website http://headp1.moh.gov.on.ca.

ONTARIO GOVERNMENT PHARMACEUTICAL AND MEDICAL SUPPLY SERVICE

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-8222

Ontario Government **Pharmaceutical** and Medical Supply Service (OGPMSS) is a central common service of the Government of Ontario. It is responsible for the provision of program relatec **vaccines**, drugs and related medical supplies to support government ministries and Schedule 1 agencies and facilities. Broader public sector organizations may also take advantage of the service: provided. OGPMSS offers an integrated logistic service through product standardization, client evaluations, volume purchasing, centralized customer service, centralized ordering, warehousing and distribution and consolidated invoicing. OGPMSS also provides customer service support an the warehousing and distribution service for the Ministry of Health and Ministry of Community and Social Services Forms and Publications.

CUSTOMER SERVICE
1st Flr, 99 Adesso Dr
Concord L4K 3C7
(416)327-8222 (OGPMSS)
(416)327-0837 (Forms)
Fax (416)327-0818 (OGPMSS)
Fax (416)327-0329 (Forms)

WAREHOUSE DISTRIBUTION CENTRE
1st Flr, 99 Adesso Dr
Concord L4K 3C7

STRATEGIC ACQUISITION AND CONTRACT MANAGEMENT

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-0777
Fax (416)327-0762

The Ministry of Health's (MOH) Purchasing and Contract Management Services provides leadership and policy direction in procurement matters, and delivers effective and economical procurement services to ministry program objectives. These program objectives include the acquisition of goods and contract management services competitively, achieving value for expenditures to generate savings and providing access for suppliers to compete in an uncomplicated, fair and consistent manner. MOH Purchasing and Contract Management Services, a centralized service provider, promotes a client integrated procurement environment which is consistent with the MOH Policy Directives Manual and Management Board of Cabinet directives.

HEALTH CARE PROGRAMS DIVISION

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2414
Fax (416)314-5914

The Health Care Programs Division has program responsibility for activities relating to **hospitals** and related facilities, northern health programs, regional planning (District Health Councils), **mental health** and provincial **psychiatric** hospitals, public health, community health, health promotion, substance abuse, emergency health, and long-term care. It also has responsibility for the Provincial Psychiatric Advocacy Office and French Language Services.

HEALTH CARE PROGRAMS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4544
Fax (416)326-7588

Executive Director's office, health systems, encompasses branches dealing with emergency, public and community health and operational support/finance management information systems.

AIDS BUREAU

8th Flr, 5700 Yonge St
North York M2M 4K5
(416)327-8797 (AIDS Bureau Administration)
(416)392-2437 (AIDS Hotline)
Toll Free 1-800-268-6066 (AIDS Bureau Administration)
Toll Free 1-800-668-2437 (AIDS Hotline)
Toll Free French 1-800-267-7432 (AIDS Hotline)
Fax (416)327-9388
8:30 - 5:00

The **AIDS** Bureau provides **funding** to community-based groups; supervises the anonymous HIV **testing** program; provides the secretariat for the Ontario Advisory Committee on HIV/AIDS; provides funding to the Ontario HIV Treatment Network; and, liaises with other branches within the Ministry of **Health** and Long-Term Care on any other AIDS issues.

COMMUNITY HEALTH CENTRE PROGRAM (CHC)

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
Fax (613)547-1910 (Kingston)

Community Health Centres (CHC) are organizations that offer a range of integrated primary care and health promotion programs with an emphasis on one or more priority groups. A priority group is one that has difficulty gaining access to an appropriate range of primary health services, has a higher burden of ill health or a higher risk of developing health problems. A health centre's multidisciplinary team may include physicians, nurses, health promoters, peer counsellors, community health workers, nutritionists and chiropodists. All staff, including physicians, are paid by salary. Each health centre is established and governed by a community-elected board of directors. Currently, there are 56 **CHCs** offering services in 29 Ontario communities.

ONTARIO MIDWIFERY PROGRAM

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:00 - 5:00

The Ontario **Midwifery** Program funds the delivery of midwifery services through local transfer payment agencies like community **health** centres and hospitals. The goal of the Ontario Midwifery Program is to improve maternal and child health outcomes and provide choice in maternity care through a managed community-based program. The fundamental features of the Ontario model of midwifery care are continuity of care, informed choice and choice of birth place.

DIABETES COMPLICATIONS PREVENTION STRATEGY

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:00 - 5:00

The objectives of the Diabetes Complications Prevention Strategy are to improve access and quality of care for the general population living with diabetes in southern Ontario (south of Parry Sound). The long term goal of the initiative is to significantly reduce the major complications (e.g. dialysis,

blindness, amputation) resulting from diabetes. The strategy, provides **funding** to develop or enhance existing diabetes **education** programs and, establish regional networks to advise District **Health** Councils (DHCs) and local service providers on service coordination issues.

Services offered to the Public:
Community Health Centre Program

NORTHERN DIABETES HEALTH NETWORK

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:00 - 5:00

The Northern Diabetes **Health** Network (NDHN) is a non-profit corporation with the authority to purchase, provide and coordinate diabetes programs and services in the north (north of Parry Sound). The NDHN funds 38 diabetes **education** and treatment programs across the north. The long-term goals of the network are to improve access and quality of care available, reduce unnecessary hospitalizations, improve the health of people with diabetes and prevent diabetes and its complications.

SOUTHERN ABORIGINAL DIABETES INITIATIVE

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:00 - 5:00

The Southern **Aboriginal** Diabetes Initiative is a service delivery mechanism developed in cooperation with recognized provincial aboriginal organizations. A reference group composed of these organizations directs the initiatives activities. The objectives of the initiative are to improve access and quality of care for aboriginal people living with diabetes in southern Ontario. The long-term goal of the initiative is to improve the **health** and reduce the complications resulting from diabetes among southern Ontario aboriginal people.

HEALTH PROMOTION PROGRAM

5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)314-5493
Fax (416)314-5497

The **Health** Promotion Program helps Ontarians adopt healthier lifestyles and create healthier communities by acting as a focal point and catalyst for health promotion policies and programs within the Ministry of Health (MOH). The Program plans, develops and implements provincial health promotion strategies that address ministry priorities. It also supports communities in setting and achieving health promotion goals.

Services offered to the Public:
Tobacco Strategy

ONTARIO SUBSTANCE ABUSE BUREAU

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8856
Fax (416)327-0854
8:30 - 5:00

The Ontario **Substance Abuse** Bureau is responsible for **funding** addiction treatment services in Ontario. The bureau's mandate is to reduce or eliminate substance abuse and other addictive behaviours.

EMERGENCY HEALTH SERVICES BRANCH

6th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7900
(705)726-8103 (After Hour Duty Officer - Barrie)
Toll Free 1-800-461-6431
Fax (416)327-7911
8:30 - 5:00

The **Emergency Health** Services Branch is responsible for overseeing, planning and coordinating the Ministry of Health's efforts to reduce mortality and morbidity due to sudden illness or injury; and for the provision of basic and advanced (paramedic) **ambulance** services in Ontario. Activities include licensing private, **municipal**, **volunteer** and hospital-based ambulance services and supporting community-based first response teams; operating 10 fleet services staffed by Ministry of Health personnel; and coordinating air ambulance transfers through a central **Medical** Air Transport Centre. Emergency ambulance service can be requested via the number listed in local telephone directory.

Services offered to the Public:
Ambulance Services

AIR AMBULANCE BASES

SIOUX LOOKOUT AIR AMBULANCE BASE
PO Box 699
Sioux Lookout P8T 1B1
General Inquiry (807)737-4000
Fax (807)737-2190

SUDBURY AIR AMBULANCE BASE
Sudbury Airport, PO Box 3004
Garson P3L 1V4
Sudbury Airport Complex
Unit 11, 2621 Skead Rd
Garson P3L 1V4
General Inquiry (705)693-3074
Fax (705)693-3724

THUNDER BAY AIR AMBULANCE BASE
100, 1580 Arthur St W
Thunder Bay P7K 1E8
General Inquiry (807)577-9378
Fax (807)473-3058

TIMMINS AIR AMBULANCE BASE
Timmins Airport
RR 2
Timmins P4N 7C3
General Inquiry (705)268-5011
Fax (705)267-2316

TORONTO AIR AMBULANCE BASE
Hanger 4A Toronto City Centre Airport
PO Box 3-10
Toronto M5V 1A1
General Inquiry (416)327-8842
Fax (416)327-8846

REGIONAL OFFICES AND AMBULANCE AND CENTRAL COMMUNICATIONS CENTRES

CENTRAL SOUTH REGION

Suite 101, 282 Fennell Ave W
LCD1, PO Box 120
Hamilton L8L 7T5
General Inquiry (905)383-6656 (Administration)
Toll Free 1-800-463-7982 (Administration)
Fax (905)521-7797 (Administration)
8:30 - 5:00

CAMBRIDGE CENTRAL AMBULANCE COMMUNICATIONS CENTRE
15 Royal Oak Rd
RR 32
Cambridge N3H 4R7
Toll Free 1-800-265-2216 (Administration)
Fax (519)571-6141 (Administration)
Fax (519)571-6140 (Control Room)
9:00 - 5:00

HAMILTON CENTRAL AMBULANCE COMMUNICATIONS CENTRE
Suite 102, 282 Fennell Ave W
LCD 1, PO Box 120
Hamilton L8L 7T5
Toll Free 1-800-495-9491 (Administration)
Fax (905)383-1202 (Administration)
Fax (905)521-7666 (CACC)
8:30 - 4:30

NIAGARA DISTRICT AMBULANCE SERVICE
5685 North St
Niagara Falls L2G 1J5
General Inquiry (905)357-5330
Fax (905)357-5572
8:30 - 4:30

EAST REGION

75 Spring St
PO Box 790
Almonte K0A 1A0
General Inquiry (613)256-3070
Fax (613)256-4318

CORNWALL PROVINCIAL AMBULANCE SERVICE
850 McConnell Ave
Cornwall K6H 4M3
General Inquiry (613)933-0931
Fax (613)937-0245

LINDSAY CENTRAL AMBULANCE COMMUNICATIONS CENTRE
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-4702
Fax (705)324-1679 (Administration)

OTTAWA CENTRAL AMBULANCE COMMUNICATIONS CENTRE
2380 St Laurent Blvd
Ottawa K1G 6C4
General Inquiry (613)739-1213
Fax (613)739-0793 (Administration)
Fax (613)239-1557 (C.A.C.C.)
8:00 - 4:00

OTTAWA-CARLETON REGIONAL AMBULANCE SERVICE
2380 St Laurent Blvd
Ottawa K1G 6C4
General Inquiry (613)737-9671
Fax (613)737-7887
8:00 - 4:00

QUINTE THOUSAND ISLANDS COMMUNICATIONS CENTRE
166 Brock St
Kingston K7L 5G2
General Inquiry (613)542-0221
TTY (613)544-9918
Fax (613)541-0158 (CACC)
Fax (613)542-4370 (Administration)

RENFREW PROVINCIAL AMBULANCE AND CENTRAL COMMUNICATIONS CENTRE
490 Raglan St N
PO Box 217
Renfrew K7V 1P5
General Inquiry (613)432-2265
Fax (613)432-6187

SMITHS FALLS DISTRICT AMBULANCE SERVICE
10 Maple Ave N
Smiths Falls K7A 1Z5
General Inquiry (613)284-4140
Fax (613)284-8498
8:00 - 4:00

GTA REGION

Suite 101, 273 Tiffin St
Barrie L4N 2N3
General Inquiry (705)726-3541
(705)726-8103 (Emergency Duty Officer - After Hours)
Fax (705)739-6493

GEORGIAN AND BARRIE CENTRAL AMBULANCE COMMUNICATIONS CENTRE
Suite 102, 273 Tiffin St
Barrie L4N 2N3
General Inquiry (705)737-3861
TTY (705)737-4060
Fax (705)739-6489

MISSISSAUGA CENTRAL AMBULANCE COMMUNICATIONS CENTRE
430 Britannia Rd E
Mississauga L4Z 1X9
General Inquiry (905)890-8725
Toll Free 1-800-668-8778
Fax (905)890-8975

ORILLIA DISTRICT AMBULANCE SERVICE (HALIBURTON/MINDEN)
820 Memorial Ave
PO Box 222
Orillia L3V 6J3
General Inquiry (705)326-5858
Fax (705)329-6003
8:30 - 4:30

OSHAWA AMBULANCE SERVICE
400 Ritson Rd N
Oshawa L1G 5R2
General Inquiry (905)723-3404
Fax (905)723-0399

OSHAWA CENTRAL AMBULANCE COMMUNICATIONS CENTRE
4th Flr Suite 4506, 1 Hospital Ct
Oshawa L1G 2B9
General Inquiry (905)723-8177
Fax (905)725-6808

PEEL/YORK AND DISTRICT AMBULANCE SERVICE
52 Bramalea Rd S
Bramalea L6T 2W8
General Inquiry (905)792-3202
Fax (905)874-4019

NORTHEASTERN REGION

Suite 101, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4336
Toll Free 1-800-277-9937
Fax (705)564-4484
8:30 - 4:30

CITY OF TIMMINS 911 DISPATCH CENTRE
150 Algonquin Blvd E
Timmins P4N 1A7
General Inquiry (705)264-1201
Fax (705)264-5141

JAMES BAY GENERAL HOSPITAL AMBULANCE SERVICE/MOOSONEE CACC
78 Bay Rd
PO Box 370
Moosonee P0L 1Y0
General Inquiry (705)336-2947

KENORA CENTRAL AMBULANCE COMMUNICATIONS CENTRE
21 Sylvan St W
Kenora P9N 3W7
General Inquiry (807)468-8854
Fax (807)468-5984

MUSKOKA AMBULANCE SERVICE/ CACC
911 Cedar Lane
PO Box 149
Bracebridge P1L 1T5
General Inquiry (705)645-5000

NORTH BAY CENTRAL AMBULANCE COMMUNICATIONS CENTRE
North Bay General Hospital
750 Scollard St
North Bay P1B 5A4
General Inquiry (705)474-7426
Fax (705)497-3572

SAULT STE MARIE CENTRAL AMBULANCE COMMUNICATIONS CENTRE
Plummer Memorial Hospital
969 Queen St E
Sault Ste Marie P6A 2C4
General Inquiry (705)946-1227
TTY (705)253-3020
Fax (705)945-6883

SUDBURY CENTRAL AMBULANCE COMMUNICATIONS CENTRE
Suite 3, 3767 Hwy 69 S
Sudbury P3G 1E5
General Inquiry (705)263-1729
TTY (705)564-7603
Fax (705)564-3069

NORTHWESTERN REGION

Suite 112, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1290
Fax (807)475-1228

THUNDER BAY CENTRAL AMBULANCE COMMUNICATIONS CENTRE
Suite 112, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1500
Fax (807)475-1236

SOUTH WEST REGION

3rd Flr, 205 York St
London N6A 1B4
General Inquiry (519)661-1790
Fax (519)661-1755 (Accepts Messages for London Area)

DURHAM AND DISTRICT AMBULANCE SERVICE
528 Chester St W
PO Box 980
Durham N0G 1R0
General Inquiry (519)369-6076
Fax (519)376-9094

LONDON CENTRAL AMBULANCE COMMUNICATIONS CENTRE
3rd Flr, 205 York St
London N6A 1B4
General Inquiry (519)661-1780
TTY (519)667-4899
Fax (519)661-1799 (Dispatch)
Fax (519)679-7175 (Administration)

WALLACEBURG CENTRAL AMBULANCE COMMUNICATIONS CENTRE
204 Lafontaine St
Wallaceburg N8A 4H7
General Inquiry (519)627-0701
Fax (519)627-3122

WINDSOR CENTRAL AMBULANCE COMMUNICATIONS CENTRE
1st Flr, 1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)256-2373
TTY (519)258-9660
Fax (519)258-4188 (Administration)
Fax (519)258-4608 (Dispatch)

WINDSOR PROVINCIAL AMBULANCE SERVICE
2nd Flr, 1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)256-1315
Fax (519)256-2053

FINANCE AND INFORMATION MANAGEMENT BRANCH

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)326-6026
Fax (416)326-0888

The role of the Finance and Information Management Branch for long-term care hospitals and mental health services includes the following: Providing strategic financial advice and leadership to the division - ensuring financial controllership, analysis and reporting, funding formula management and divisional business planning; Developing funding allocations to support provincial health systems plans based on funding formula methodology - ensuring that a comprehensive information management strategy is developed for the division; Working collaboratively with new ADM of Restructuring for operational reviews and funding formula development.

FRENCH LANGUAGE HEALTH SERVICES

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8975
Fax (416)327-8980
8:30 - 5:00

The French Language Health Services office coordinates and monitors the provision of French language services within the Ministry of Health, transfer payment agencies designated and identified to provide services in French, and a number of agencies, boards and commissions located in/or serving designated areas.

OPERATIONAL SUPPORT BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-7366
Fax (416)327-8375
8:00 - 4:30

The Operational Support Branch for hospitals, long-term care and mental health includes ensuring consistent, high quality operational policies and standards across all respective functions to support delivery of regional services; coordinating issue management process to ensure consistent comprehensive responses to public; coordinating Priority Programs e.g. funding allocation and delivery guidelines; linking to IPP for coordinated input into policy formulation; complying monitoring and enforcement action; linking divisional key support to ADM and Deputy Minister in relationships with provincial stakeholders.

Services offered to the Public:
Long Term Care

PUBLIC HEALTH BRANCH

8th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7392
Fax (416)327-7438

The Public **Health** Branch provides leadership and support to Ontario's public health system through comprehensive consultant support services to 37 boards of health; advice to corporate management on public health issues; a provincial epidemiology service and response to control outbreaks of disease; and management of transfer payments for public health programs. The branch also maintains a comprehensive database for health care planning at the ministry and local levels. The Office of the Chief **Medical** Officer of Health provides recommendations for policy and long-range planning to prevent the spread of disease, promote and protect health. The Chief Medical Officer of Health monitors the organization and delivery of public health programs and services provided by local boards of health, and when directed by the minister, will act to protect health and ensure the provision of necessary public health programs and services.

Services offered to the Public:
Sexually Transmitted Disease Control
Tuberculosis Control
Vaccine Preventable Diseases

CORPORATE LIAISON AND RESOURCE SERVICE

8th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7623
Fax (416)314-7078

The Corporate Liaison and Resource Service provides overall planning and coordination for mandatory public health programs through the 37 boards of health in Ontario; liaison with the board chairpersons and medical officers of health for the boards of health on management, administration and organizational issues; coordination of the branch's funding to boards of health; and information systems support to public health programs.

DISEASE CONTROL SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8798
Fax (416)327-7439

The Disease Control Service has public **health** and epidemiological expertise, which it uses to support the communicable/infectious disease control programs delivered by Ontario public health departments by conducting surveillance of reportable **diseases**, and through the development of policies, guidelines and consultative services. Programs include outbreak control, immunization, **tuberculosis**, **food** and **water** safety, **rabies** control, infection control, sexually transmitted disease and HIV/AIDS prevention and control, as well as sexual health. This office provides **vaccines** and biologicals for the prevention of vaccine preventable diseases and post-exposure treatment for rabies and **rattlesnake** bites, as well as drugs for the treatment of sexually transmitted diseases and tuberculosis.

POPULATION HEALTH SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7377

The Population **Health** Service provides public health and epidemiologic expertise to support and monitor boards of health's implementation of the Chronic Diseases and **Injuries** as well as family health sections of the mandatory health programs and services guidelines. These sections include the following programs: chronic disease prevention, early detection of **cancer**, injury prevention including substance abuse prevention, reproductive health and child health. Expert consultation and support is also provided in the area of **environmental** health. The service provides **funding** and support for the Healthy Babies, Healthy **Children** Program and the Preschool Speech and **Language** Program. The service also provides a central resource in the areas of epidemiology, health surveillance, public health **research** and **evaluation**, and public health planning.

PUBLIC HEALTH AGENCIES

A Public **Health** Unit is an official health agency established by a group of urban and rural **municipalities** to provide a more efficient **community** health program, carried out by full-time, specially qualified staff. There are 37 public health units in Ontario (see individual units for addresses). Health units administer health promotion and disease prevention programs to inform the public about healthy lifestyles, communicable disease control including **education** in **AIDS** and STDs, **immunization**, food premises inspection, healthy growth and development including parenting education, health education for all age groups and selected screening services.

ALGOMA HEALTH UNIT
Civic Centre
6th Flr, 99 Foster Dr
Sault Ste Marie P6A 5X6
General Inquiry (705)759-5287

BRANT COUNTY HEALTH UNIT
194 Terrace Hill St
Brantford N3R 1G7
General Inquiry (519)753-4937

BRUCE-GREY-OWEN SOUND HEALTH UNIT
920 1st Ave W
Owen Sound N4K 4K5
General Inquiry (519)376-9420

CHATHAM-KENT HEALTH UNIT
435 Grand Ave W
PO Box 1136
Chatham N7M 5L8
General Inquiry (519)352-7270

DURHAM REGIONAL HEALTH UNIT
Lang Tower
Suite 210, 1615 Dundas St E
Whitby L1N 2L1
General Inquiry (905)723-8521

EASTERN ONTARIO HEALTH UNIT
1000 Pitt St
Cornwall K6J 5T1
General Inquiry (613)933-1375

ELGIN - ST THOMAS HEALTH UNIT
99 Edward St
St. Thomas N5P 1Y8
General Inquiry (519)631-9900

HALDIMAND-NORFOLK REGIONAL HEALTH UNIT
12 Gilbertson Dr
PO Box 247
Simcoe N3Y 4L1
General Inquiry (519)426-6170

HALIBURTON, KAWARTHA, PINE RIDGE DISTRICT HEALTH UNIT
200 Rose Glen Rd
Port Hope L1A 2V9
General Inquiry (905)885-9100

HALTON REGIONAL HEALTH DEPARTMENT
1151 Bronte Rd
Oakville L6M 3L1
General Inquiry (905)825-6060

HAMILTON-WENTWORTH REGIONAL HEALTH UNIT
4th Flr, 25 Main St W
PO Box 897
Hamilton L8N 3P6
General Inquiry (905)546-3500

HASTINGS AND PRINCE EDWARD COUNTIES HEALTH UNIT
179 North Park St
Belleville K8P 4P1
General Inquiry (613)966-5500

HURON COUNTY HEALTH UNIT
Health & Library Complex
Hwy 4 S
RR 5, PO Box 1120
Clinton N0M 1L0
General Inquiry (519)482-3416

KINGSTON, FRONTENAC AND LENNOX AND ADDINGTON HEALTH UNIT
221 Portsmouth Ave
Kingston K7M 1V5
General Inquiry (613)549-1232

LAMBTON HEALTH UNIT
160 Exmouth St
Point Edward N7T 7Z6
General Inquiry (519)383-8331

LEEDS, GRENVILLE AND LANARK DISTRICT HEALTH UNIT
458 Laurier Blvd
Brockville K6V 7A3
General Inquiry (613)345-5685

MIDDLESEX-LONDON HEALTH UNIT
50 King St
London N6A 5L7
General Inquiry (519)663-5317

MUSKOKA-PARRY SOUND HEALTH UNIT
70 Pine St
Bracebridge P1L 1N3
General Inquiry (705)645-4471

NIAGARA REGIONAL AREA HEALTH UNIT
573 Glenridge Ave
St Catharines L2T 4C2
General Inquiry (905)688-3762

NORTH BAY AND DISTRICT HEALTH UNIT
681 Commercial St
North Bay P1B 4E7
General Inquiry (705)474-1400

NORTHWESTERN HEALTH UNIT
21 Wolsley St
Kenora P9N 3W7
General Inquiry (807)468-3147

OTTAWA-CARLETON REGIONAL HEALTH UNIT
495 Richmond Rd
Ottawa K2A 4A4
General Inquiry (613)722-2328

OXFORD COUNTY BOARD OF HEALTH
410 Buller St
Woodstock N4S 4N2
General Inquiry (519)539-9800

PEEL REGIONAL HEALTH UNIT
Suite 307, 150 Central Park Dr
Brampton L6T 2T9
General Inquiry (905)791-7800

PERTH DISTRICT HEALTH UNIT
653 West Gore St
Stratford N5A 1L4
General Inquiry (519)271-7600

PETERBOROUGH COUNTY - CITY HEALTH UNIT
10 Hospital Dr
Peterborough K9J 8M1
General Inquiry (705)743-1000

PORCUPINE HEALTH UNIT
169 Pine St S
PO Bag 2012
Timmins P4N 8B7
General Inquiry (705)267-1181

RENFREW COUNTY AND DISTRICT HEALTH UNIT
7 International Dr
Pembroke K8A 6W5
General Inquiry (613)732-3629

SIMCOE COUNTY DISTRICT HEALTH UNIT
15 Sperling Dr
Barrie L4M 6K9
General Inquiry (705)721-7330

SUDBURY AND DISTRICT HEALTH UNIT
1300 Paris St
Sudbury P3E 3A3
General Inquiry (705)522-9200

THUNDER BAY DISTRICT HEALTH UNIT
999 Balmoral St
Thunder Bay P7B 6E7
General Inquiry (807)625-5900

TIMISKAMING HEALTH UNIT
221 Whitewood Ave
PO Box 1240
New Liskeard P0J 1P0
General Inquiry (705)647-4305

TORONTO PUBLIC HEALTH
5th Flr, 277 Victoria St
Toronto M5B 1W1
General Inquiry (416)392-7401

WATERLOO REGIONAL HEALTH UNIT
99 Regina St S
PO Box 1633
Waterloo N2J 4V3
General Inquiry (519)883-2000

WELLINGTON-DUFFERIN-GUELPH HEALTH UNIT
205 Queen St E
Fergus N1M 1T2
General Inquiry (519)843-2460

WINDSOR-ESSEX COUNTY HEALTH UNIT
1005 Ouellette Ave
Windsor N9A 4J8
General Inquiry (519)258-2146

YORK REGIONAL HEALTH SERVICES DEPARTMENT
17250 Yonge St
Box 147
Newmarket L3Y 6Z1
General Inquiry (905)895-4511

OFFICE OF DIRECTOR, HOSPITAL PROGRAMS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9549
Fax (416)326-0888
8:00 - 5:00

The Office of the Director, Hospital Programs provides liaison and coordination on issues relating to private and public hospitals; and management of selected hospital-related projects.

PSYCHIATRIC HOSPITALS

CHAPLAINCY SERVICES ONTARIO

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)326-6859
Fax (416)326-6867

CENTRAL EAST REGION
c/o MCSS Barrie Area Office
2nd Flr, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311x306
Fax (705)737-5141

CENTRAL REGIONS
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)326-6859
Fax (416)326-6867

CENTRAL SOUTH REGION
3570 King St E
Kitchener N2A 2W1
General Inquiry (519)894-8309
Fax (519)894-8330

NORTHEASTERN REGION
Suite 603, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
Fax (705)564-3153

NORTHWESTERN REGION
Suite 218, 105 May St N
Thunder Bay P7C 3N9
General Inquiry (807)622-3811
Fax (807)622-3686

SOUTH WEST REGION (CPRI)
600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)473-6417
Fax (519)473-0411

SOUTHERN AND EASTERN REGIONS
879 Princess St
Kingston K7L 1G7
Toll Free 1-800-667-1062
Fax (613)548-6774

PSYCHIATRIC PATIENT ADVOCATE OFFICE

6th Flr, 2195 Yonge St
Toronto M4S 2B2
General Inquiry (416)327-7000
Fax (416)327-7008
www.ppao.gov.on.ca
8:00 - 5:00

The **Psychiatric** Patient Advocate Office (PPAO) provides advocacy and rights advice to inpatients in provincial psychiatric **hospitals**.

BROCKVILLE
Administration Bldg
1st Flr Rm 1322, Hwy 2 Prescott
Brockville K6V 5W7
General Inquiry (613)345-3657
Fax (613)345-4352
8:30 - 4:30

HAMILTON
Rm F136A, 100 West 5th St
PO Box 585
Hamilton L8N 3K7
General Inquiry (905)388-2454
Fax (905)575-6059
8:30 - 4:30

KINGSTON
Rm 1009, 752 King St W
Kingston K7L 4X3
General Inquiry (613)548-5575
Fax (613)540-6107
8:30 - 4:30

LONDON
Rm B111, 850 Highbury Ave
London N6A 4H1
General Inquiry (519)455-9380
Fax (519)679-7022
8:30 - 4:30

NORTH BAY
Rm 35, Hwy 11 N
PO Box 3010
North Bay P1B 8L1
General Inquiry (705)474-1377
Fax (705)495-7889
8:30 - 4:30

PENETANGUISHENE
500 Church St
Penetanguishene L9M 1G3
General Inquiry (705)549-3663
Fax (705)549-3172
8:30 - 4:30

ST THOMAS
Rm J178, 467 Sunset Dr
PO Box 2004
St Thomas N5P 3V9
General Inquiry (519)631-1427
Fax (519)631-8216
8:30 - 4:30

THUNDER BAY
Rm Ba207b, 580 North Algoma St
Ward 2 S
Thunder Bay P7B 5G4
General Inquiry (807)343-4309
Fax (807)343-4374

TORONTO
Rm 167, 1001 Queen St W
Toronto M6J 1H4
General Inquiry (416)535-3959
Fax (416)583-3428
8:15 - 4:15

WHITBY
Rm 7-2035, 700 Gordon St
Whitby L1N 5S9
General Inquiry (905)430-4047
Fax (905)430-4044
8:30 - 4:30

REGIONAL OFFICES - HOSPITALS, LONG-TERM CARE AND MENTAL HEALTH SERVICES

CENTRAL EAST (NEWMARKET) REGION
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7239
Fax (416)327-7603

HOSPITAL SERVICES
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7126
Fax (416)327-7763

LONG-TERM CARE SERVICES
10th Flr, 2195 Yonge St
Toronto M7A 1G2
General Inquiry (416)327-8952

BARRIE OFFICE WORKSTATION
Victoria Square
Suite 200, 11 Victoria St
Barrie L4N 6T3
General Inquiry (705)739-6470
Toll Free 1-800-463-0102
Fax (705)739-6473
8:30 - 5:00

PETERBOROUGH WORKSTATION
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-4500
Toll Free 1-800-567-1045
Fax (705)755-4514
8:30 - 5:00

MENTAL HEALTH SERVICES
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7239
Fax (416)327-7281

PENETANGUISHENE MENTAL HEALTH CENTRE
PO Box 5000
Penetanguishene L0K 1P0
General Inquiry (705)549-3181
Fax (705)549-3446
Fax (705)549-3652

WHITBY PSYCHIATRIC HOSPITAL
700 Gordon St
PO Box 613
Whitby L1N 5S9
General Inquiry (905)668-5881
Fax (905)430-4032

CENTRAL SOUTH (HAMILTON) REGION
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8294
Fax (905)546-8255

HOSPITAL SERVICES
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7126
Fax (416)327-4697

LONG-TERM CARE
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8294
Fax (905)546-8255

MENTAL HEALTH SERVICES
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7239
Fax (416)327-7281

HAMILTON PSYCHIATRIC HOSPITAL
100 West 5th St
PO Box 585
Hamilton L8L 2B3
General Inquiry (905)388-2511
Fax (905)575-6038

CENTRAL WEST (MISSISSAUGA) REGION
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7126
Fax (416)327-4697

HOSPITAL SERVICES
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7126

LONG-TERM CARE

LONG-TERM CARE (HAMILTON)
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8294
Fax (905)546-8255

LONG-TERM CARE (TORONTO)
10th Flr, 2195 Yonge St
Toronto M7A 1G2
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-4486

MENTAL HEALTH SERVICES
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7239
Fax (416)327-7281

EASTERN (OTTAWA) REGION
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7124
Fax (416)327-7159

HOSPITAL SERVICES
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7124
Fax (416)327-7159

LONG-TERM CARE

LONG TERM CARE (KINGSTON)
23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7230
Fax (613)536-7231

LONG TERM CARE (OTTAWA)
Suite 310, 47 Clarence St
Ottawa K1N 9K1
General Inquiry (613)241-4263
Fax (613)239-1535
8:15 - 5:00

MENTAL HEALTH SERVICES
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7239
Fax (416)327-7281

BROCKVILLE PSYCHIATRIC HOSPITAL
Administration Bldg
1st Flr, Hwy 2 Prescott
PO Box 1050
Brockville K6V 5W7
General Inquiry (613)345-1461
Fax (613)342-6194

KINGSTON PSYCHIATRIC HOSPITAL
752 King St W
PO Box 603
Kingston K7L 4X3
General Inquiry (613)548-1101
Fax (613)548-5577
Fax (613)548-5585 (Admitting & Medical)
Fax (613)548-5595 (Purchasing)
Fax (613)548-5588 (Switchboard)

NORTHERN (SUDBURY) REGION
4th Flr Suite 406, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7235
Fax (705)670-7231

HOSPITAL SERVICES
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7127
Fax (416)327-7159

LONG-TERM CARE
5th Flr Suite 506, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-3130
Toll Free 1-800-663-6965
Fax (705)564-3133

NORTH BAY WORKSTATION
Suite 102, 200 First Ave W
North Bay P1B 9M3
Toll Free 1-800-663-6965
Fax (705)494-4030

THUNDER BAY WORKSTATION
Suite 403, 189 Red River Rd
Thunder Bay P7B 1A2
Toll Free 1-800-663-6965
Fax (807)223-8502 (Dryden)
Fax (807)343-7567 (Thunder Bay)

MENTAL HEALTH SERVICES
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7239
Fax (416)327-7281

LAKEHEAD PSYCHIATRIC HOSPITAL
580 North Algoma St
PO Box 2930
Thunder Bay P7B 5G4
General Inquiry (807)343-4300
Fax (807)343-4373

NORTH BAY PSYCHIATRIC HOSPITAL
PO Box 3010
North Bay P1B 8L1
General Inquiry (705)474-1200
Fax (705)472-1694

NORTHERN HEALTH AND REGIONAL PLANNING
2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (705)670-7280

SOUTHWEST (LONDON) REGION
Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7685
8:30 - 5:00

HOSPITAL SERVICES
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (519)675-7680

LONG-TERM CARE - LONDON
Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
8:30 - 5:00

WINDSOR WORKSTATION
Suite 300, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)250-0788
Fax (519)973-1360
8:30 - 5:00

MENTAL HEALTH SERVICES
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (519)675-7680
Fax (416)327-7603

LONDON PSYCHIATRIC HOSPITAL
850 Highbury Ave
PO Box 2532
London N6A 4H1
Fax (519)455-3712

ST THOMAS PSYCHIATRIC HOSPITAL
PO Box 2004
St Thomas N5P 3V9
Fax (519)633-0852

TORONTO REGION
4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7126
Fax (416)327-7763

HOSPITAL SERVICES
4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7127

LONG-TERM CARE SERVICES
10th Flr, 2195 Yonge St
Toronto M7A 1G2
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-4486

MENTAL HEALTH SERVICES
5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7239
Fax (416)327-7281

HEALTH SECTOR YEAR 2000 PROJECT OFFICE

11th Flr, 2 Carlton St
Toronto M4B 1J3
General Inquiry (416)326-6485
Fax (416)326-5533
8:30 - 4:30

Health Sector Year 2000 Project facilitates efforts, monitors preparedness, provides leadership, acts as an information and resource clearinghouse, and assists the Ontario health system in meeting the requirements for year 2000 readiness.

HEALTH SERVICES DIVISION

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4266
Fax (416)314-5915
8:30 - 5:00

The Health Services Division includes the Operational Support Branch, Drug Programs Branch, Laboratories Branch, Fraud Programs and Investigation Unit, Alternate Payment Programs, Provider Services Branch, Primary Care Reform Project and Registration and Claims Branch.

ALTERNATIVE PAYMENT PROGRAMS BRANCH

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7135
Fax (416)327-1968
8:00 - 5:00

The Alternate Payment Programs Administration Branch is responsible for developing and managing the operation and administration of arrangements with alternatively funded health service providers.

ALTERNATIVE PAYMENT PROGRAM SECTION

Hepburn Block
3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8444
Fax (416)327-1968
8:30 - 5:00

The Alternate Payment Program (APP) provides for the remuneration of physicians and payment for their services by means other than fee-for-service. Originally alternate payments were established to address limitations within the OHIP Schedule of Benefits. More recently, the ministry views alternative **funding**/payment plans as a viable means of managing and focusing physician service delivery and funding; improving access to and distribution of physicians; promoting practice change and accountability; and supporting system harmonization (hospital restructuring and partnerships with health service agencies). Physician remuneration within APP arrangements include salaries global budgets, sessional or hourly rates and per bed or per patient costs. Approximately 10 per cent of the province's physicians receive all or part of their income through a variety of alternate payment arrangements.

HEALTH SERVICE ORGANIZATION (HSO) SECTION

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7548
Fax (416)327-1968

Health Service Organizations (HSOs) are physician groups which receive capitation (per person) payments for health services in lieu of fee-for-service payments from the Ontario Health Insurance Plan. **HSOs** provide primary care services from providers such as physicians, nurses, nutritionists, and social workers to their patients. The capitation payment method is intended to encourage a multidisciplinary approach in care with an emphasis on health promotion and disease prevention. Currently, there are a total of 73 HSOs throughout Ontario: 67 physician-sponsored HSOs, 2 HSOs sponsored by community boards and 4 HSOs sponsored by health science centres.

Services offered to the Public:
Health Service Organization

PRIMARY CARE NETWORK PROGRAM

2nd Flr, 27 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)547-1888
Fax (613)548-6759
8:00 - 5:00

The Primary Care Network Program is responsible for the implementation of primary care reform in the province. The initiative will be implemented in a number of initial sites which will inform the expansion of the reform. A number of approaches are being employed but all include capitation based funding for a comprehensive range of primary care services to a rostered patient population.

INDEPENDENT HEALTH FACILITIES PROGRAM

Macdonald-Cartier Bldg
2nd Flr, 49 Pl d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6637
Fax (613)548-6734

Under the Independent Health Facilities Act (IHF) approximately 1,000 specialized **medical** facilities are licensed and funded. Most these IHF's provide imaging and other diagnostic tests. Others provide treatment and surgical services that were historically performed only in **hospitals**. The IHFP also includes the Ministry's **X-Ray Inspection** service which ensures that hospital and other X-Ray facilities comply with the HARP Act.

DRUG PROGRAMS BRANCH

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109
Fax (416)327-8123

The **Drug** Programs Branch's mandate is to provide leadership in achieving optimal **pharmaceutical** services for the protection and improvement of the **health** status of the residents of Ontario. The branch maintains close partnerships with industry, pharmacy and medicine in order to better manage the drug programs. The branch is responsible for the delivery of Ontario's Drug Benefit (ODB) program, the Trillium Drug Program, the Special Drugs Program and the publication of the Ontario Drug Benefit Formulary/Comparative Drug Index (the Formulary/CDI). The ODB Formulary/CDI identifies drug products designated as benefits under the program, as well as those brands of drugs that are considered to be interchangeable, and serves as a prescribing and reimbursement guide for doctors and pharmacists. The Ontario Drug Benefit Act and the Drug Interchangeability and Dispensing Fee Act provides the legislative framework under which the program is administered.

ADMINISTRATION, FINANCE AND ELIGIBILITY

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The Administration, Finance and Eligibility office coordinates the branch's administrative and financial services, coordinates ministerial briefings and communications activities, and is responsible for the program analysis, planning and development functions of the branch. The unit also advises the Ministry of Health, other provincial ministries, institutions, professional organizations, the pharmaceutical industry and the general public on matters relating to the Ontario **Drug** Benefit Program, including drug evaluations, improving the quality of pharmaceuticals in nursing homes, homes for the aged, hospitals and government institutions.

DRUG PROGRAMS MANAGEMENT UNIT

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The **Drug** Programs Management Unit of the branch is responsible for the quality **assessment** of drugs to be listed (or already listed) in the Ontario Drug Benefit (ODB) Formulary/CDI, through laboratory and technical evaluation of submissions from **pharmaceutical** manufacturers. This unit also provides secretariat functions for the Minister's advisory body to the Minister of Health comprised of experts in medicine, pharmacy and other disciplines. The Drug Quality and

Therapeutics Committee (DQTC) makes recommendations relating to pharmaceutical and pharmacological matters, evaluates requests for unlisted drug products under the Section 8 mechanism, evaluates scientific/educational material for health professionals and facilitates communication between the ministry and professional organizations.

ONTARIO DRUG PROGRAMS PROJECT

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6423
Fax (613)548-6614

The Ontario **Drug** Programs Project (ODB) is responsible for the implementation and maintenance of the Health Network, linking nearly 2,600 Ontario pharmacies with the ODB program to process drug **claims** and perform drug use review.

PHARMACEUTICAL SERVICES COORDINATION UNIT

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The **Pharmaceutical** Services Coordination Unit provides liaison services relating to the pharmaceutical industry, pharmacists and pharmaceutical care, professional organizations, other government agencies as well as physician liaison services relating to prescribing guidelines. The unit also coordinates the production/printing/distribution of the Ontario **Drug** Benefit Formulary/ Comparative Drug Index. When ordered by an Ontario-authorized prescriber and dispensed in Ontario, drugs listed in the ODB Formulary/CDI are available to ODB-eligible recipients. The branch processes, monitors and audits claims from all ODB providers and acts in an advisory capacity for matters related to ODB claims payment.

TRILLIUM DRUG PROGRAM

15th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)326-1558
TTY 1-800-387-5559
Toll Free 1-800-575-5386

The Trillium **Drug** Program unit administers the program for people who have high drug costs in relation to their income by assessing applications and processing receipts. The program has an annual deductible that is based on income. Each year starting August l, recipients must pay for their drug cost up to their deductible level before they are eligible for drug coverage. Once the deductible is paid, eligible people receive drug coverage until July 31 of the following year. All eligible people must pay $2 per **prescription** each time they purchase a covered drug product in Ontario.

EXECUTIVE DIRECTOR'S OFFICE-PROVIDER SERVICES AND REGISTRATION AND CLAIMS BRANCH

Macdonald Cartier Bldg
2nd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry 1-800-268-1154
Fax (613)548-6243

The Executive Director is responsible for overseeing the integrated day to day management by the Provider Services and Registration and Claims Branches of OHIP, and collaboration with other ministry areas to meet the Ministry's and government's corporate objectives.

PROVIDER SERVICES BRANCH

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6561
Fax (613)548-6650

Provider Services Branch is responsible for the development, implementation, monitoring and evaluation of program policy related to payment of fee-for-service claims for insured services provided by physicians and practitioners.

REGISTRATION AND CLAIMS BRANCH

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry 1-800-268-1154
Fax (613)548-6320
8:30 - 5:00

The **Registration** and **Claims** Branch is responsible for Ontario **Health Insurance** (OHIP) eligibility policy; the planning, design and the delivery to the public of registration and Health Card related functions including the registration of all eligible Ontario residents for health coverage and the issuance of health cards; the verification of registration data; the registration of eligible health care providers; the payment of **medical** and hospital claims to Ontario health care providers; the payment of medical and hospital claims for Ontario residents visiting other provinces and countries; the payment of claims for the Northern Health Travel Grant program; and the provision of information concerning Ministry of Health and **Long-Term Care** programs to the public. The branch also processes medical claims for injured workers on behalf of the Workplace Safety and Insurance Board and **drug** benefit claims on behalf of Drug Programs Branch.

Services offered to the Public:
Northern Health Travel Grants
Ontario Health Insurance

REGIONAL OHIP OFFICES

CENTRAL REGION

6th Flr, 2195 Yonge St
Toronto M4S 2B2
PO Box 1700 Station 'A'
Toronto M5W 1G9
General Inquiry (416)314-7444
Fax (416)314-7748
8:30 - 4:30

CENTRAL REGION EAST - OSHAWA
Executive Tower Oshawa Centre
419 King St W
Oshawa L1J 7J2
General Inquiry (905)576-2870
Fax (905)434-4186
Fax (905)434-3725
8:30 - 5:00

CENTRAL REGION EAST - PETERBOROUGH
Heritage Plaza
550 Lansdowne St W
Peterborough K9J 8J8
General Inquiry (705)743-2140
Fax (705)745-1481
8:30 - 5:00

CENTRAL REGION EAST - SCARBOROUGH
2063 Lawrence Ave E
Scarborough M1R 2Z4
General Inquiry (416)314-7444
Fax (416)327-1048
8:30 - 5:30

CENTRAL REGION EAST - TORONTO
1st Flr, 2195 Yonge St
Toronto M4S 2B2
PO Box 1700 Stn A
Toronto M5W 1G9
General Inquiry (416)314-7444
Fax (416)314-7449
8:30 - 5:30

EASTERN REGION - OTTAWA
Fuller Bldg
7th Flr, 75 Albert St
Ottawa K1P 5Y9
General Inquiry (613)237-9100
Fax (613)237-3246 (Administration)
8:30 - 4:30

EASTERN REGION - KINGSTON
Suite 401, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-0656
Fax (613)545-4399
8:30 - 5:00

CENTRAL REGION WEST - BARRIE
30 Poyntz St
Barrie L4M 3P2
General Inquiry (705)726-0326
Fax (705)739-6495
8:30 - 5:00

CENTRAL REGION WEST - ETOBICOKE
Suite 142, 3300 Bloor St W
Etobicoke M8X 2W8
General Inquiry (905)275-2730
Fax (416)327-0758
8:30 - 5:30

CENTRAL REGION WEST - MISSISSAUGA
3rd Flr, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)896-6000
(905)275-2730 (Customer Service)
Fax (905)896-6029
8:30 - 5:30

CENTRAL REGION WEST - NORTH YORK
4400 Dufferin St N
North York M3H 6A8
General Inquiry (905)275-2730
Fax (416)327-1653
8:30 - 5:30

EASTERN REGION - OTTAWA
Fuller Bldg
75 Albert St
Ottawa K1P 5Y9
(613)783-4400 (Customer Service)
(613)237-9100 (Switchboard/General Inquiry)
Toll Free 1-800-267-7690 (Within Area Codes 416, 514, 613, 705, 819 and 905)
Fax (613)783-4444 (1st Flr)
8:30 - 5:00

NORTHERN REGION - SUDBURY

Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry 1-800-461-4006 (Area Codes 705 & 807)
Fax (705)675-4015
8:30 - 4:30

NORTHERN REGION - KENORA
Suite 220, 808 Robertson St
Kenora P9N 1X9
General Inquiry (807)468-2869
Fax (807)468-2714
8:30 - 4:30

NORTHERN REGION - NORTH BAY
Suite 101, 447 McKeown St
North Bay P1B 9S9
General Inquiry (705)494-4130
Fax (705)494-4135
8:30 - 5:00

NORTHERN REGION - SAULT STE MARIE
Suite 100, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)759-8598
Toll Free 1-800-461-2215
Fax (705)759-1502
8:30 - 4:30

NORTHERN REGION - SUDBURY
Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry (705)675-4010
Toll Free 1-800-461-4006 (French Inquiry)
Toll Free 1-800-461-1149
Fax (705)675-4015
8:30 - 5:00

NORTHERN REGION - THUNDER BAY
Ont Government Bldg
Suite 113, 435 James St S
Thunder Bay P7E 6T1
General Inquiry (807)475-1351
Toll Free 1-800-465-5067
Fax (807)475-1424
8:30 - 5:00

NORTHERN REGION - TIMMINS
The 101 Mall
Suite 110, 38 Pine St N
Timmins P4N 6K6
General Inquiry (705)268-5300
Toll Free 1-800-461-9829
Fax (705)267-6723
8:30 - 4:30

WESTERN REGION - LONDON

5th Flr, 217 York St
London N6A 1B7
General Inquiry (519)675-6800
Fax (519)675-6832
8:30 - 4:30

WESTERN REGION - HAMILTON
Ellen Fairclough Bldg
119 King St W
Hamilton L8P 4T9
LCD 1 Hamilton, PO Box 2280 Stn A
Hamilton L8N 4C8
General Inquiry (905)521-7547
(905)521-7100 (Customer Service)
Fax (905)521-7605
8:30 - 5:00

WESTERN REGION - KITCHENER
Unit B2, 1400 Weber St E
Kitchener N2A 3Z8
General Inquiry (519)893-3966
Fax (519)571-6049
8:30 - 5:00

WESTERN REGION - LONDON
5th Flr, 217 York St
London N6A 1B7
(519)675-6800 (Switchboard)
(519)675-6700 (Customer Service)
Fax (519)675-6832
8:30 - 5:00

WESTERN REGION - OWEN SOUND
981 Second Ave E
Owen Sound N4K 2H5
General Inquiry (519)376-6447
Fax (519)376-2749
8:30 - 5:00

WESTERN REGION - SARNIA
452 Christina St N
Sarnia N7T 5W4
General Inquiry (519)337-2348
Fax (519)337-2031
8:30 - 5:00

WESTERN REGION - ST CATHARINES
3rd Flr, 59 Church St
St Catharines L2R 3C3
General Inquiry (905)704-4090
Fax (905)704-4095
8:30 - 5:00

WESTERN REGION - WINDSOR
1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)973-1385
Fax (519)973-1388
8:30 - 5:00

REGISTRATION SERVICES PROJECT (RSP) / SECURE ELECTRONIC ACCESS FOR CLIENTS (SEAC) PROJECT

2nd Flr, 310 Bagot St
Kingston K7K 3B5
General Inquiry (613)548-6318
Fax (613)547-1920
8:30 - 4:30

Registration Services Project (MOH) will re-engineer and strengthen existing business and technology systems to deliver secure and trusted client identification, authentication and registration processes. Secure Electronic Access for Clients Project (MOH/MBS) will research and develop business technology strategies that will enable clients to conduct business with and obtain services from the Government of Ontario electronically.

FRAUD PROGRAMS

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7509
Fax (416)327-4439
8:30 - 5:00

The **Fraud** Programs unit provides leadership in the implementation of the ministry's initiatives related to anti-fraud strategies. The Fraud Programs staff is responsible for providing support to the ministry's crack down on health care fraud including the development of a strategic plan and reporting mechanisms for fraud prevention, detection and deterrence.

LABORATORIES BRANCH

4th Flr Rm 433, 880 Bay St
Toronto M7A 1R3
General Inquiry (416)326-3611
Fax (416)326-3617

The Laboratories Branch consists of the Laboratory Licensing and Inspection Service, Laboratory Services Restructuring, the Public Health Laboratories (PHLs) and the Drug Testing Laboratory.

CENTRAL PUBLIC HEALTH LABORATORY

81 and 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-5952
Toll Free 1-800-640-7221
Fax (416)235-6080

The Central Public Health **Laboratories** provide laboratory **testing** and expertise for the prevention of disease and the protection and promotion of the public's health in Ontario. It consists of 12 laboratories which carry out testing in support of public health activities and programs relating to reportable, emerging and other public health relevant **diseases**.

DRUG TESTING LABORATORY

3rd Flr, 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-5929
Fax (416)235-6282

The **Drug Testing Laboratory** provides high quality testing for **pharmaceutical** products for the ministry's drug programs and as a resource provides advice on drug interchangeability to pharmacists and physicians.

LABORATORY LICENSING AND INSPECTION SERVICE

3rd Flr, 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-6054
Fax (416)235-6282

The Laboratory **Licensing** and **Inspection** Service ensures that **medical laboratories** and specimen collection centres operate at an acceptable yet economical standard while meeting community need.

LABORATORY SERVICES RESTRUCTURING

4th Flr Rm 433, 880 Bay St
Toronto M7A 1R3
General Inquiry (416)326-3611
Fax (416)326-3617
Fax (613)548-6734 (Kingston)

Laboratory Services Restructuring is responsible for restructuring of the Medical Laboratory System in Ontario. It is also responsible for coordinating all laboratory related functions within the Ministry of **Health** including administration of **OHIP** payments for private medical laboratories.

PUBLIC HEALTH LABORATORIES

MAILING ADDRESS FOR LETTERS, PARCELS (NOT SPECIMENS)
PO Box 9000 Terminal A
Toronto M5W 1R5

ALTERNATE MAILING ADDRESS FOR LETTERS, PARCELS
PO Box 37 Etobicoke "B"
Etobicoke M9W 5K9

SHIPPING ADDRESS FOR SPECIMENS
81 Resources Rd
Etobicoke M9P 3T1

REGIONAL PUBLIC HEALTH LABORATORIES

HAMILTON
PO Box 2100
Hamilton L8N 3R5
General Inquiry (905)385-5379
Fax (905)521-7405

KINGSTON
PO Box 240
Kingston K7L 4V8
General Inquiry (613)548-6630
Fax (613)548-6636

LONDON
PO Box 5704 Terminal A
London N6A 4L6
General Inquiry (519)455-9310
Fax (519)455-3363

ORILLIA
PO Box 600
Orillia L3V 6K5
General Inquiry (705)325-7449
Fax (705)329-6001

OTTAWA
2380 St Laurent Blvd
Ottawa K1G 6C4
General Inquiry (613)736-6800
Fax (613)736-6820

PETERBOROUGH
PO Box 265
Peterborough K9J 6Y8
General Inquiry (705)743-6811
Fax (705)745-1257

SAULT STE MARIE
PO Box 220
Sault Ste Marie P6A 5L6
General Inquiry (705)254-7132
Fax (705)945-6873

SUDBURY
1300 Paris St
Sudbury P3E 6H3
General Inquiry (705)564-6917
Fax (705)564-6918

THUNDER BAY
336 South Syndicate Ave
Thunder Bay P7E 1E3
General Inquiry (807)622-6449
Fax (807)473-3046

TIMMINS
67 Wilson Ave
Timmins P4N 2S5
General Inquiry (705)267-6633
Fax (705)360-2006

WINDSOR
PO Box 1616
Windsor N9A 6S2
General Inquiry (519)969-4341
Fax (519)973-1481

MOH/OPP FRAUD INVESTIGATION UNIT

2nd Flr, 27 Place d'Armes
Kingston K7K 6Z6
General Inquiry (613)547-1842 (Orillia)
Fax (613)547-1844 (Kingston)
8:00 - 5:00

Health Fraud Investigation Unit is responsible for the investigation and enforcement of criminal code fraud related offences pertaining to Health Services utilization and payment.

OPERATIONAL SUPPORT BRANCH

Hepburn Block
11th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8312
Fax (416)327-4404
8:30 - 5:00

The role of the Operational Support Branch is to lead, coordinate and support financial management, negotiations, operational policy coordination and issues management across the Division and to manage the Assistive Devices and Home Oxygen Programs. This includes: coordination of cross-divisional briefing notes, division business and fiscal plans, policy proposals and issues resolution; linking to Integrated Policy and Planning for coordinated input into policy formulation; negotiations to establish Provincial Contracts/Agreements; coordinated implementation and management of Agreements (i.e. Joint Committees)

ASSISTIVE DEVICES PROGRAM/HOME OXYGEN PROGRAM

7th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8804
TTY (416)327-4282
Toll Free 1-800-268-6021 (Client Inquiries)
Toll Free 1-800-267-9458 (Health Care Payments)
TTY Toll Free 1-800-387-5559
Fax (416)327-8192

The Assistive Devices Program (ADP) and Home Oxygen Program (HOP) helps pay for certain equipment and supplies for Ontario residents with long-term physical **disabilities**. ADP pays up to 75% of the cost for devices such as artificial limbs, **wheelchair**s, hearing aids. A grant is paid directly to clients for ostomy supplies, and needles & syringes. HOP pays 100% of a flat monthly rate for oxygen for **seniors**, people on **welfare**, the Home Care Program or those living in **Long-Term Care** Facilities (LTCF). HOP pays 75% for all other eligible clients.

Services offered to the Public:
Assistive Devices Program
Home Oxygen Program

INTEGRATED POLICY AND PLANNING DIVISION

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-0859
Fax (416)327-8835

The Integrated Policy and Planning Division provides clear, consistent, timely policy and planning directions to support and change the health system.

CORPORATE POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-0888
8:30-4:30

The Corporate Policy Branch develops short and long term strategies and policies to address intergovernmental issues and relationships to achieve Ontario government outcomes; and manages internal processes that contribute to the development of policy.

INTERGOVERNMENTAL POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8734

The Intergovernmental Policy Unit leads intergovernmental policy development and coordinates program initiatives related to federal, provincial and municipal partnerships to ensure the achievement of Ontario health system objectives.

RESEARCH UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8367
Fax (416)327-8313
www.gov.on.ca/health/english

The **Research** Unit monitors, coordinates and provides leadership to internal and external research activities that contribute to the development of health policy.

HEALTH ECONOMICS BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-0888

The Health Economics Branch reports on short and long term strategies and policies related to health cost benefit analysis issues in the public and private sectors.

HEALTH PLANNING BRANCH

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7483
Fax (416)327-7617
Fax (416)327-9429

The Health Planning Branch collects and manages data and information contributing to the development of policy; and ensures appropriate allocation of health services human resources.

PROVINCIAL HEALTH SERVICES PLANNING UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-0167 (Hepburn Block)
Fax (416)327-9429 (5700 Yonge St)

The Provincial Health Services Planning Unit provides planning direction to ensure appropriate province-wide allocation of health resources.

MENTAL HEALTH AND REHABILITATION REFORM BRANCH

5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7255
Fax (416)327-7603

The Mental Health & Rehabilitation Reform Branch develops strategies and policies to address program or service-specific issues in the reform of the mental health system and rehabilitation services.

MENTAL HEALTH LEGISLATIVE POLICY UNIT

5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7255

The Mental Health Legislative Policy Unit reviews and provides advice on legislation and related policy issues that impact on the Mental Health Act and related legislation.

MENTAL HEALTH PROGRAM POLICY UNIT

5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7255

The Mental Health Program Policy Unit develops policies which address program or service-specific issues in mental health.

COMMUNITY PROGRAMS UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313

The Community Programs Unit develops strategies and policies to address issues in the delivery of community-based health services.

DIRECT PAYMENT AND REGULATORY PROGRAMS UNIT

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8894
Fax (416)327-8897
8:30 - 5:00

The Direct Payment and Regulatory Programs Unit develops strategies and policies to address issues in direct payment programs and support to regulatory programs.

HEALTH PROFESSIONS REGULATORY ADVISORY COUNCIL

4th Flr, 2195 Yonge St
Toronto M4S 2B2
General Inquiry (416)326-1550
TTY (416)327-0823
Fax (416)326-1549
8:00 - 5:00

The Health Professions Regulatory Advisory Council provides ongoing advice to the Minister of Health on: whether unregulated professions should be regulated; whether regulated professions should no longer be regulated; suggested amendments to the act, a health profession act, or a regulation under the act; matters concerning the quality assurance programs undertaken by **colleges**; and any matter relating to the regulation of health professions referred to it by the minister. The council will also be responsible for monitoring each college's patient relations program and advising the minister about its effectiveness.

INSTITUTIONAL PROGRAMS UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313
8:30 - 4:30

The Institutional Programs Unit develops strategies and policies to address issues in the delivery of institutional health services.

RESOURCES MANAGEMENT OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313

The Resources Management Office is responsible for providing a strategic focus in the planning and management of human and financial resources for the Integrated Policy & Planning Division. This includes coordinating the group's estimates process and other financial planning processes, as well as human resources support for branch re-engineering and restructuring etc. The office provides an internal consulting service to the group's program areas on human resource, financial and planning issues, and also coordinates corporate projects and initiatives for the Integrated Policy & Planning Division.

PUBLIC APPOINTMENTS UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8498
Fax (416)327-8496

The Public **Appointments** Unit is responsible for administering the Ministry of Health's public appointments process in an open and fair manner, as well as ensuring that the membership of health-related agencies, boards and commissions reflect the diversity of Ontario's population. The office serves as a focal point for ongoing communication with Ministry of Health program areas, health-related agencies, boards and commissions, potential and current public appointees and the Public Appointments Secretariat.

STRATEGIC HEALTH POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8535
Fax (416)327-0167

The Strategic Health Policy Branch develops longer term strategies and policies to address integration and coordination issues in health care and with other human services, and which cut across program areas and health sectors.

ABORIGINAL HEALTH OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5513
Fax (416)314-5517

The Aboriginal Health Office advocates and promotes changes within the Ministry of Health to improve the province's ability to meet aboriginal people's needs.

HEALTH SYSTEM PERFORMANCE UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313

The Health System Performance Unit develops policies and mechanisms to monitor and report on the performance, accountability, quality and effectiveness of the health care system.

HEALTH SYSTEM POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-0167

The Health System Policy Unit develops policies to support system coordination and integration in health care delivery.

POPULATION HEALTH STRATEGIES UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M2A 1R3
General Inquiry (416)314-8269
Fax (416)314-8275

The Population Health Strategies Unit develops system-wide strategies in response to target population and disease-specific issues in a coordinated and proactive manner.

WOMEN'S HEALTH COUNCIL SECRETARIAT

4th Flr, 880 Bay St
Toronto M7A 1R3
General Inquiry (416)327-8348
Fax (416)327-3200

The **Women**'s **Health** Council advises the minister on matters relating to women's health, and to ensure that the health care system is responsive to the needs of women. The council works to create proactive partnerships with government, educators, business, **research**ers, health care organizations and other community groups in the performance of its duties. The secretariat provides policy and administrative support to the Women's Health Council.

INTEGRATED SERVICES FOR CHILDREN

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-8322
Fax (416)325-5615

The Ministries of Community and Social Services, Health, Education, Training, Colleges and Universities, and Citizenship, Culture and Recreation are working together to improve service coordination and integration at the community level. The Integrated Services for Children office is responsible for designing and implementing service delivery strategies that ensure integration. The initial focus is on children and families at risk.

RESTRUCTURING PROJECTS OFFICE

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2413
Fax (416)314-5914

Restructuring Projects Office is responsible for the management of restructuring initiatives in the health system, with particular focus on those selected HSRC-ordered directions, management of hospital operational reviews, development of an integrated funding formula for hospitals, and other restructuring projects.

AGENCIES, BOARDS AND COMMISSIONS

CANCER CARE ONTARIO

16th Flr, 620 University Ave
Toronto M5G 2L7
General Inquiry (416)971-9800
Fax (416)971-6888
www.cancercare.on.ca
8:30 - 5:00

Cancer Care Ontario (CCO) serves as the government's principal adviser on cancer issues, and is responsible for long-term planning of all aspects of the cancer care system. CCO sets direction and provides leadership for a broad range of services, including prevention, treatment, supportive care, and **research**. CCO also leads the development of provincial **standards** for care, including treatment guidelines and care maps.

REGIONAL CANCER CENTRES

HAMILTON REGIONAL CANCER CENTRE
699 Concession St
Hamilton L8V 5C2
General Inquiry (905)387-9495
Fax (905)575-6323
9:00 - 5:00

KINGSTON REGIONAL CANCER CENTRE
25 King St W
Kingston K7L 5P9
General Inquiry (613)544-2630
Fax (613)544-9708
8:30 - 4:30

LONDON REGIONAL CANCER CENTRE
790 Commissioners Rd E
London N6A 4L6
General Inquiry (519)685-8601
Fax (519)685-8614
8:00 - 4:30

NORTHEASTERN ONTARIO REGIONAL CANCER CENTRE
41 Ramsey Lake Rd
Sudbury P3E 5J1
General Inquiry (705)522-6237
Fax (705)523-7328
8:30 - 4:30

NORTHWESTERN ONTARIO REGIONAL CANCER CENTRE
290 Munro St
Thunder Bay P7A 7T1
General Inquiry (807)343-1610
Fax (807)345-7204 (Administration Fax)
8:00 - 5:00

OTTAWA REGIONAL CANCER CENTRE - CIVIC DIVISION
190 Melrose Ave
Ottawa K1Y 4K7
General Inquiry (613)737-7700
Fax (613)725-6310
8:30 - 4:30

OTTAWA REGIONAL CANCER CENTRE - GENERAL DIVISION
501 Smyth Rd
Ottawa K1H 8L6
General Inquiry (613)737-7700
Fax (613)247-3510
8:30 - 4:30

TORONTO - SUNNYBROOK REGIONAL CANCER CENTRE
2075 Bayview Ave
Toronto M4N 3M5
General Inquiry (416)480-5000
Fax (416)480-6002
8:00 - 5:00

WINDSOR REGIONAL CANCER CENTRE
2220 Kildare Rd
Windsor N8W 2X3
General Inquiry (519)253-5253
Fax (519)253-4204
8:30 - 4:30

COMMUNITY CARE ACCESS CENTRES (CCAC)

On January 1, 1998, the creation of 43 **CCACs** across the province consolidated the services formerly provided by 38 home care programs and 36 placement coordination services. The CCACs provide a simplified service access point and are responsible for service information and referral to all **long-term care** services, including **volunteer**-based community services; coordinated service planning and monitoring; eligibility determination for professional and homemaking/personal support services provided at home and in publicly-funded schools; case management; and placement coordination services for long-term care facilities (nursing homes and homes for the aged). Access Centres, governed by independent, incorporated non-profit boards of directors, accountable, through service agreements, to the ministry board membership represents the broader community, long-term care consumers and their caregivers, and a balance of **health** and social services perspective.

CCAC ALGOMA
2nd Flr, 390 Bay St
Sault Ste Marie P6A 1X2
General Inquiry (705)949-1650
Toll Free 1-800-668-7705
Fax (705)949-1663
8:00 - 9:00

CCAC BRANT
274 Colborne St
Brantford N3T 2H5
General Inquiry (519)759-7752
Fax (519)759-7130
8:00 - 5:00

CCAC CHATHAM-KENT
750 Richmond St
PO Box 306
Chatham N7M 5K4
General Inquiry (519)436-2222
Fax (519)351-5057
8:30 - 4:30

CCAC COCHRANE DISTRICT
3rd Flr, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)267-7766
Toll Free 1-888-668-2222
Fax (705)267-7795
8:30 - 4:30

CCAC DURHAM
605 Brock St N
Whitby L1N 4J3
General Inquiry (905)430-3308
Fax (905)430-3297
8:30 - 4:30

CCAC EAST YORK
Unit 1, 1 Leaside Park Dr
Toronto M4H 1R1
General Inquiry (416)423-3559
Fax (416)423-9800
8:30 - 8:00

CCAC EASTERN COUNTIES
709 Cotton Mill St
Cornwall K6H 7K7
General Inquiry (613)936-1171
Toll Free 1-800-267-4699
Fax (613)933-9916
8:30 - 4:30

CCAC ELGIN
294 Talbot St
St Thomas N5P 4E3
General Inquiry (519)631-9907x112
Toll Free 1-800-563-3098
Fax (519)631-2236
8:30 - 4:30

CCAC ETOBICOKE
Suite 101, 401 The West Mall
Etobicoke M9C 5J5
General Inquiry (416)626-0277
Fax (416)626-2222
8:30 - 8:00

CCAC GREY BRUCE
255 18th St W
Owen Sound N4K 6Y1
General Inquiry (519)371-2112
Toll Free 1-800-825-7126
Toll Free 1-888-371-2112
Fax (519)371-5612
8:30 - 4:30

CCAC HALDIMAND - NORFOLK
76 Victoria St
Simcoe N3Y 1L5
General Inquiry (519)426-7400
Fax (519)426-4384
8:30 - 4:30

CCAC HALIBURTON,
NORTHUMBERLAND AND VICTORIA
108 Angeline St S
Lindsay K9V 3L5
General Inquiry (705)324-9165
Fax (705)324-0884
8:30 - 4:30

CCAC HALTON
4th Flr, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)639-5228
Toll Free 1-800-810-0000 (Within Area Codes 905 and 519)
Fax (905)639-5320
8:30 - 8:00

CCAC HAMILTON-WENTWORTH
310 Limeridge Rd W
Hamilton L9C 2V2
General Inquiry (905)523-8600
Fax (905)528-1883
8:30 - 4:30

CCAC HASTINGS AND PRINCE EDWARD COUNTIES
Belleville General Hospital
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)966-3530
Fax (613)966-9557

CCAC HURON
163 Princess St E
PO Box 459
Clinton N0M 1L0
General Inquiry (519)482-3411
Toll Free 1-800-267-0535 (For area code 519 only)
Fax (519)482-3382

CCAC KENORA AND RAINY RIVER DISTRICTS
2nd Flr, 21 Wolsey St
Kenora P9N 3W7
General Inquiry (807)468-6491
Fax (807)468-1437
8:30 - 4:30

CCAC KINGSTON, FRONTENAC, LENNOX AND ADDINGTON
Suite 101, 471 Counter St
Kingston K7M 8S8
General Inquiry (613)544-7090
Fax (613)544-1494
8:30 - 4:30

CCAC LANARK, LEEDS AND GRENVILLE
52 Abbott St N
Smiths Falls K7A 1W3
General Inquiry (613)283-8012
Toll Free 1-800-267-6041
Fax (613)283-0308
8:30 - 6:30

CCAC LONDON AND MIDDLESEX
50 King St
London N6A 5L7
General Inquiry (519)434-2222
(519)663-5332 (Voice Mail)
Fax (519)432-1645
8:30 - 4:30

CCAC MANITOULIN-SUDBURY
1760 Regent St
Sudbury P3E 3Z8
General Inquiry (705)522-3460
Toll Free 1-800-461-2919
Fax (705)522-3855
8:30 - 4:30

CCAC MUSKOKA EAST PARRY SOUND
3 N, 354 Muskoka Rd
Huntsville P1H 1H7
General Inquiry (705)789-6451
Fax (705)789-1982
8:00 - 4:00

CCAC NEAR NORTH (NIPISSING)
3rd Flr, 101 McIntyre St W
North Bay P1B 2Y5
General Inquiry (705)476-2222
Toll Free 1-888-533-2222
Fax (705)474-0080
8:30 - 4:30

CCAC NIAGARA
PO Box 215
St Catharines L2R 6S4
General Inquiry (905)988-3667
General Inquiry (905)684-9441
Fax (905)684-8463
Fax (905)988-3670
8:00 - 4:30

CCAC NORTH YORK
7th Flr, 45 Sheppard Ave E
Willowdale M2N 5W9
General Inquiry (416)222-2241
Fax (416)229-6809
8:30 - 6:00

CCAC OTTAWA-CARLETON
Suite 410, 1223 Michael St N
Gloucester K1J 7T2
General Inquiry (613)745-5525
General Inquiry (613)745-8124
Fax (613)745-6984
8:30 - 4:30

CCAC OXFORD
1147 Dundas St
Woodstock N4S 8W3
General Inquiry (519)539-1284
Fax (519)539-0065
8:30 - 4:30

CCAC PEEL
3rd Flr, 199 County Court Blvd
Brampton L6W 4P3
General Inquiry (905)796-0040
Toll Free 1-888-733-1177
Fax (905)796-0348
8:30 - 4:30

CCAC PERTH COUNTY
65 Lorne Ave E
Stratford N5A 6S4
General Inquiry (519)273-2222
Toll Free 1-800-269-3683
Fax 1-800-269-3683
8:45 - 5:00

CCAC PETERBOROUGH
Suite 202, 700 Consilla Ave
Peterborough K9J 5Y3
General Inquiry (705)743-2212
Toll Free 1-888-235-7222
Fax (705)743-9559
8:30 - 4:30

CCAC RENFREW COUNTY
Suite B, 7 International Dr
Pembroke K8A 6W5
General Inquiry (613)732-7007
Toll Free 1-888-421-2222
Fax (613)732-3522
8:30 - 4:30

CCAC SARNIA LAMBTON
1433 London Rd
PO Box 185
Sarnia N7T 7H9
General Inquiry (519)542-4444
Toll Free 1-800-265-1445
Fax (519)542-3116
8:00 - 4:30

CCAC SCARBOROUGH
3rd Flr, 1940 Eglinton Ave E
Scarborough M1L 4R1
General Inquiry (416)750-2444
Fax (416)750-8234
8:30 - 8:00

CCAC SIMCOE COUNTY
Suite 100, 15 Sperling Dr
Barrie L4M 6K9
General Inquiry (705)721-7444
Toll Free 1-888-721-2222
Fax (705)722-5237
8:30 - 4:30

CCAC THE DISTRICT OF THUNDER BAY
Suite 200, 1159 Alloy Dr
Thunder Bay P7B 6M8
General Inquiry (807)345-7339
Toll Free 1-800-626-5406
Fax (807)345-8868
8:30 - 4:30

CCAC TIMISKAMING
111 Burnside Dr
PO Box 520
Kirkland Lake P2N 3J5
General Inquiry (705)567-2222
Toll Free 1-888-546-2222
Fax (705)567-9407
8:30 - 4:30

CCAC TORONTO
Ground Flr Unit 5, 250 Dundas St W
Toronto M5T 2Z5
General Inquiry (416)506-9888
Fax (416)506-0374
8:30 - 8:00

CCAC WATERLOO REGION
4th Flr, 99 Regina St S
PO Box 1612
Waterloo N2J 4G6
General Inquiry (519)883-2210
Fax (519)883-2198
8:30 - 4:30

CCAC WELLINGTON-DUFFERIN
Suite 201, 450 Speedvale Ave W
Guelph N1H 7G7
General Inquiry (519)823-2550
Fax (519)823-8682
8:30 - 4:30

CCAC WEST PARRY SOUND HEALTH CENTRE
10 James St
Parry Sound P2A 1T3
General Inquiry (705)746-4540
Fax (705)746-4812
8:00 - 4:00

CCAC WINDSOR/ESSEX
5th Flr, 339 Crawford Ave
Windsor N9A 5C6
General Inquiry (519)258-8211
(519)258-6288 (Intake)
Fax (519)258-2004
8:45 - 8:00

CCAC YORK (CITY OF)
1400 Castlefield Ave
Toronto M6B 4C4
General Inquiry (416)780-1919
Fax (416)780-1749
8:30 - 8:00

CCAC YORK REGION
Unit 1, 1100 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)895-1240
Toll Free 1-888-470-2222 (For area codes 905, 416, 705, 519 only)
Fax (905)853-6297

CONSENT AND CAPACITY BOARD

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-4142
8:00 - 4:30

The Consent and Capacity Board hears **appeals** relating to involuntary placement in a **psychiatric** facility, capacity to make personal care and financial decisions, and access to personal **records** from a psychiatric facility.

REGIONAL OFFICES

HAMILTON/GUELPH
Suite 810, 25 Main St W
Hamilton L8P 1H1
General Inquiry (905)308-9612
Fax (905)522-4357

KINGSTON
Suite 102, 780 Midpark Dr
Kingston K7M 7P6
General Inquiry (613)384-5051
Fax (613)384-9648

LONDON
Main Flr, 376 Richmond St
London N6A 3C7
General Inquiry (519)438-7811
Fax (519)660-4857

NORTH BAY
140 Main St W
PO Box 97
North Bay P1B 8G8
General Inquiry (705)474-1220
Fax (705)474-5630

OTTAWA
Minto Place
9th Flr, 427 Laurier Ave W
Ottawa K1R 7Y2
General Inquiry (613)782-3207
Fax (613)238-8507

PENETANGUISHENE
34-A Clapperton St
Barrie L4M 3E7
General Inquiry (705)737-0111
Fax (705)734-0046

SUDBURY
164 Elm St
Sudbury P3C 1T7
General Inquiry (705)674-6441
Fax (705)673-9567

THUNDER BAY
235 Syndicate Ave S
Thunder Bay P7E 1E1
General Inquiry (807)624-2020
Fax (807)624-0520

TORONTO
Suite 906, 94 Cumberland St
Toronto M5R 1A3
General Inquiry (416)968-6575
Fax (416)968-3424

DISTRICT HEALTH COUNCILS

The **District Health Councils** are planning and advisory bodies responsible at arm's length to the Minister of Health and Long-Term Care, established by Order-in-Council under the Ministry of Health Act. Councils research, identify and plan for district health needs, coordinate all health planning activities and cooperate in social development activities for the district. There are 16

geographically defined councils (listed separately) representing all Ontario residents. Councils are composed of 15 to 19 volunteer members appointed by Order-in-Council for a maximum of two three-year terms. The membership is composed of consumer, provider and local government representatives supported by a small secretariat. Councils are supported by a number of committees composed of council members and community provider and consumer members.

ALGOMA, COCHRANE, MANITOULIN AND SUDBURY DISTRICT HEALTH COUNCIL
Suite 300, 336 Pine St
Sudbury P3C 1X8
General Inquiry (705)675-5654
Fax (705)675-2870
8:30 - 4:30

CHAMPLAIN DISTRICT HEALTH COUNCIL
Suite 350, 955 Green Valley Cr
Ottawa K2C 3V4
General Inquiry (613)723-1440
Fax (613)723-5162
8:30 - 4:30

DURHAM, HALIBURTON, KAWARTHA AND PINE RIDGE DISTRICT HEALTH COUNCIL
Suite 300, 159 King St E
PO Box 544
Peterborough K9J 2R8
General Inquiry (705)748-2292
Fax (705)748-9600
8:30 - 4:30

ESSEX, KENT AND LAMBTON DISTRICT HEALTH COUNCIL
Unit 720, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)944-5888
Fax (519)944-0619

GRAND RIVER DISTRICT HEALTH COUNCIL
Suite 304, 233 Colborne St
Brantford N3T 2H4
General Inquiry (519)756-1330
Fax (519)756-6013

GREY BRUCE HURON-PERTH DISTRICT HEALTH COUNCIL
235 St George St
Mitchell N0K 1N0
General Inquiry (519)348-4498
Fax (519)348-9749

HALTON - PEEL DISTRICT HEALTH COUNCIL
Suite 600, 6711 Mississauga Rd
Mississauga L5N 2W3
General Inquiry (905)814-5995
Fax (905)814-4835
8:30 - 4:30

HAMILTON-WENTWORTH DISTRICT HEALTH COUNCIL
Suite 301, 10 George St
Hamilton L8P 1C8
General Inquiry (905)570-1441
Fax (905)570-1202
8:30 - 4:30

MUSKOKA, NIPISSING, PARRY SOUND AND TIMISKAMING DISTRICT HEALTH COUNCIL/DBA NORTHERN SHORES DHC
310 Algonquin Ave
North Bay P1B 4W2
General Inquiry (705)494-9126
Fax (705)494-9127
8:30 - 4:30

NIAGARA DISTRICT HEALTH COUNCIL
1428 Pelham St S
PO Box 1220
Fonthill L0S 1E0
General Inquiry (905)892-5771
Fax (905)892-1593
8:30 - 4:30

NORTHWESTERN ONTARIO DISTRICT HEALTH COUNCIL
1093 Barton St
Thunder Bay P7B 5N3
General Inquiry (807)623-6131
Fax (807)623-0355
8:30 - 4:30

QUINTE KINGSTON RIDEAU DISTRICT HEALTH COUNCIL/DBA SOUTHEASTERN ONTARIO DHC
Suite 400, 471 Counter St
Kingston K7M 8S8
General Inquiry (613)549-5253
Fax (613)542-9223
8:30 - 4:30

SIMCOE - YORK DISTRICT HEALTH COUNCIL
Suite 300, 1091 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)830-9899
Fax (905)830-9903
8:30 - 4:30

THAMES VALLEY DISTRICT HEALTH COUNCIL
Suite 105, 100 Collip Circle
London N6G 4X8
General Inquiry (519)858-5015
Fax (519)858-5016
8:30 - 4:30

TORONTO DISTRICT HEALTH COUNCIL
Suite 200, 4141 Yonge St
Willowdale M2P 2A8
General Inquiry (416)222-6522
Fax (416)222-5587
8:30 - 4:30

WATERLOO REGION - WELLINGTON - DUFFERIN DISTRICT HEALTH COUNCIL
Unit 118, 251 Woodlawn Rd W
Guelph N1H 8J1
General Inquiry (519)836-7440
Fax (519)836-7177
8:30 - 4:30

DRUG QUALITY AND THERAPEUTICS COMMITTEE

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The Drug Quality and Therapeutics Committee provides expert advice to the minister on the operation of Ontario's Drug Benefit Program and related pharmaceutical and pharmacological matters. It evaluates drug products for listing, makes recommendations regarding the interchangeability of drug products and educational/scientific material for health professionals and public, and facilitates communication between the ministry and professional organizations.

HEALING ARTS RADIATION PROTECTION COMMISSION (HARP)

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7952
Fax (416)327-8805

The Healing Arts **Radiation** Protection Commission (HARP) is established under the provisions of the HARP Act. The commission advises the Minister of Health and Long-Term Care on matters relating to radiation **safety**, approves training courses in the operation of **x-ray** machines and is responsible for the X-ray Safety Code prescribed under the Act. Seven advisory committees representing chiropractors, dentistry, radiologists, medical physicists, podiatrists, medical radiological technologists and radiation therapy assist the commission in developing regulations and guidelines to ensure the safe use of radiation. Activities and information on the commission and its advisory committees are detailed in the commission's annual report.

COLLEGE OF MIDWIVES OF ONTARIO

4th Flr, 2195 Yonge St
Toronto M4S 2B2
General Inquiry (416)327-0874
Fax (416)327-8219
admin@cmo.on.ca
9:00 - 5:00

The College of **Midwives** of Ontario is the regulatory organization for the profession of midwifery.

HEALTH BOARDS SECRETARIAT

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30

The Health Board Secretariat (HBS) provides corporate administrative, financial and case management services, and policy analysis and support to three quasi-judicial, province-wide appeal and review tribunals (established under a variety of statutes) and financial reimbursement services to Order-in-Council (OIC) appointees and to 39 health-related agencies, boards and commissions (ABCs).

HEALTH PROFESSIONS APPEAL AND REVIEW BOARD

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30

The **Health** Professions **Appeal** and Review Board, under the Regulated Health Professions Act, and 21 professions - specific acts, hears appeals and reviews decisions made by the self-governing regulatory agencies of 24 regulated health professions, including **nurses**, **physicians**, **midwives**, **dentists**, **pharmacists**, occupational therapists and **dental** hygienists, and **veterinarians**, under the Veterinarians Act, with respect to **registration** of practitioners and **complaint**s made against members.

HEALTH SERVICES APPEAL AND REVIEW BOARD

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:00 - 5:00

The **Health** Services **Appeal** and Review Board hears appeals of decisions made by the General Manager of **OHIP** concerning practitioners billing practices, payment of subscriber **claims** and appeals of ineligibility for placement in a **Long-Term Care** facility.

MEDICAL ELIGIBILITY COMMITTEE

2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6405

This Medical Eligibility Committee is required under the **Health Insurance** Act (HIA) to deal with the eligibility of insured services (i.e., the medical necessity of an insured service provided to an insured person), as well as other matters assigned to it by the act or the regulation or by the minister. This committee makes recommendations to the general manager with respect to these decisions. The Provider Services Branch provides secretarial services to this committee.

MEDICAL REVIEW COMMITTEE

80 College St
Toronto M5G 2E2
General Inquiry (613)548-6459

The existence of the Medical Review Committee is legislated by the **Health Insurance** Act (HIA). The general manager of **OHIP** refers individual physicians to this committee for investigation of inappropriate fee-for-service billing and then makes decisions on recovery of overpayment based on the recommendations of the committee.

MENTAL HEALTH LAW EDUCATIONAL PROJECT

Main Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-4149
Fax (416)327-4207

The **Mental Health** Law **Educationa**l Project produces educational materials and presents educational programs to professionals and the public on mental health law.

ONTARIO MENTAL HEALTH FOUNDATION

Suite 508, 489 College St
Toronto M6G 1A5
General Inquiry (416)920-7721
Fax (416)920-0026
www.inforamp.net/~omhf

The Ontario **Mental Health** Foundation (OMHF) provides **grants** and **fellowships** for mental health **research**. The foundation supports specific projects, post-doctoral **students**, and post-graduate independent research. Application guidelines are available from the foundation.

ONTARIO REVIEW BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8866
Fax (416)327-8867
8:30 - 4:30

The Ontario Review Board reviews the status of each accused who has been found to be not **criminall**y responsible or unfit to stand trial for criminal **offences** on account of a mental disorder.

ACTS

Alcoholism and Drug Addiction Act
Ambulance Act
Audiology and Speech-Language Pathology Act
Cancer Act
Cancer Remedies Act
Charitable Institutions Act
Chiropody Act
Chiropractic Act
Community Psychiatric Hospitals Act
Dental Hygiene Act, 1991
Dental Technology Act, 1991
Dentistry Act, 1991
Denturism Act, 1991
Development Services Act (Long-term care programs and services)

Dietetics Act, 1991
Drug Interchangeability and Dispensing Fee Act
Drug and Pharmacies Regulation Act
Drugless Practitioners Act
Elderly Persons Centres Act
Fluoridation Act
General Welfare Assistance Act (long-term care programs and services only)
Healing Arts Radiation Protection Act
Health Cards and Numbers Control Act, 1991
Health Care Accessibility Act
Health Care Consent Act
Health Facilities Special Orders Act
Health Insurance Act
Health Protection and Promotion Act
Homemakers and Nurses Services Act
Homes for Retarded Persons Act (Long-term care programs and services)
Homes for Special Care Act
Homes for the Aged and Rest Homes Act
Human Tissue Gift Act
Hypnosis Act
Immunization of School Pupils Act
Independent Health Facilities Act
Laboratory and Specimen Collection Centre Licencing Act
Long Term Care Act, 1994
Massage Therapy Act
Medical Laboratory Technology Act, 1991
Medical Radiation Technology Act, 1991
Medicine Act, 1991
Mental Health Act
Mental Hospitals Act
Midwifery Act, 1991
Ministry of Community and Social Services Act (sections 11.1 and 12 re: long-term care programs and services only)
Ministry of Health Act
Municipal Health Services Act
Nursing Act, 1991
Nursing Homes Act
Occupational Therapy Act
Ontario Drug Benefit Act
Ontario Medical Association Dues Act, 1991
Ontario Mental Health Foundation Act
Opticianry Act, 1991
Optometry Act, 1991
Pharmacy Act, 1991
Physician Services Delivery Management Act, 1995
Physiotherapy Act, 1991
Private Hospitals Act
Psychology Act, 1991
Public Hospitals Act
Regulated Health Professions Act, 1991
Respiratory Therapy Act, 1991
Tobacco Control Act, 1994
War Veterans Burial Act

MINISTRY OF INTERGOVERNMENTAL AFFAIRS

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4800

The Ministry of Intergovernmental Affairs identifies and advances Ontario's interests and relations with the Government of Canada, the governments of other provinces and territories, and provides the Government of Ontario with leadership and expertise on national unity, constitutional matters and on Ontario's role in the federation. In doing this, the ministry provides advice to the government on the conduct of Ontario's relations with other governments and on major intergovernmental issues; provides the government with a wide range of information on intergovernmental events and activities in Canada; and provides a number of services to other ministries, including assisting them in the conduct of their relations with other governments. The ministry consists of two units: Constitutional Affairs and Federal-Provincial Relations, and Administrative Coordination. The Ministry of Economic Development and Trade provides corporate administrative services to the ministry.

DEPUTY MINISTER'S OFFICE

ADMINISTRATIVE COORDINATION

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4800
Fax (416)325-4773

Administrative Coordination coordinates the planning and allocation of ministry resources; prepares the ministry's estimates; monitors and reports on expenditures. It also performs the liaison function between the ministry and the Ministry of Economic Development and Trade on all administrative matters including the impact and implementation of government-wide management policies and programs.

OFFICE OF CONSTITUTIONAL AFFAIRS AND FEDERAL-PROVINCIAL RELATIONS

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4800
Fax (416)325-4788
Fax (416)325-9702 (ADM's Office)

The Office of Constitutional Affairs and **Federal-Provincial** Relations provides advice in the development of Ontario's policies and procedures, covering all aspects of its general relations with the federal government and provincial governments, as well as on specific issues and activities with a significant constitutional, federal-provincial or **interprovincial** component. It advises the Government of Ontario on national unity, the constitution, and on Ontario's role in the federation. In addition, the office coordinates Ontario's participation in major federal-provincial and interprovincial meetings and conferences such as **First Ministers' Conferences**, the Annual Premiers' Conference, and meetings of the Ministerial Council on Social Policy Renewal. It assists ministries in their intergovernmental relations and manages the Ontario-Quebec Commission for Cooperation (OQCC).

ONTARIO-QUEBEC COMMISSION FOR COOPERATION

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4800

The Ontario-Quebec Commission for Cooperation (OQCC) promotes and initiates economic, **cultural** and **educational** **exchanges** between individuals, **schools** and organizations in Ontario and Quebec to foster understanding and cooperation between residents of the two provinces. The OQCC encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint program funding and grants. It also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

ACTS

Ministry of Intergovernmental Affairs Act

MINISTRY OF LABOUR

400 University Ave
Toronto M7A 1T7
(416)326-7770 (Occupational Health & Safety)
(416)326-7160 (Employment Standards)
(416)326-6546 (Fax -On-Demand)
www.gov.on.ca/lab
8:30 - 5:00

Established in 1919 to develop and enforce labour legislation, the Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario. Through the ministry's core businesses of occupational health and safety, employment rights and responsibilities, labour relations and internal administration, the ministry's mandate is to set, communicate and enforce workplace standards while encouraging greater workplace self-reliance. A range of specialized agencies, boards and commissions assist the ministry in its work.

DEPUTY MINISTER'S OFFICE

LEGAL SERVICES BRANCH

11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7950
Fax (416)326-7985
8:30 - 5:00

The Legal Services Branch provides general legal services to the ministry. Those services include advising ministry staff on the interpretation of ministry statutes (such as the Occupational Health and Safety Act and the Employment Standards Act) and regulations, representing the ministry at tribunal hearings, prosecuting offences under ministry statutes, preparing ministry contracts; and drafting proposed ministry legislation, regulations, orders-in-council and other legal instruments. Legal Services Branch staff are employed by the Ministry of the Attorney General.

INTERNAL ADMINISTRATIVE SERVICES DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7586
Fax (416)326-7599
8:30 - 5:00

The Internal Administrative Services Division coordinates and manages the business planning, human/financial resource, information and technology, issues management and controllership processes for the ministry; provides/manages administration services to ministry offices; coordinates the administration of ministry agencies, and provides direct services such as freedom of information. The Chief Administrative Officer also coordinates the internal audit function for the ministry.

FINANCE AND ADMINISTRATION BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
Fax (416)326-9069
8:00 - 5:00

The Finance and Administration Branch provides support and advice on budget/controllership/ reporting issues and requirements to ministry and central agencies. It ensures that the ministry complies with financial and administrative policies and best practices supported by quality of assurance/post audit activities and coordinates the provision of facilities, assets, risk management and print services. The branch is also responsible for contract and service management; negotiating service level/operating agreements with service providers in the areas of accounts receivable and payables processing and mail; the development of financial and administrative policies, practices, procedures and guidelines.

HUMAN RESOURCES BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
TTY (416)314-5811
Fax (416)326-7241
8:30 - 5:00

The Human Resources Branch provides a full range of service and advice to line managers and employees in all matters relating to human resource management, including policies and procedures, recruitment, classification, pay and benefits, staff relations, workplace practices, health and safety.

INFORMATION AND TECHNOLOGY MANAGEMENT BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
Fax (416)326-7138
8:00 - 4:30

The Information and Technology Management Branch is responsible for information management and technology planning, business improvement, application systems development and maintenance and network services.

PLANNING AND ISSUES MANAGEMENT

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-7873
Fax (416)326-7599
8:00 - 5:00

The Planning and Issues Management branch is responsible for the integration of business planning and issues management functions across the ministry. This office is primarily responsible for the development of the ministry's strategic, business and operational plans, performance measures and indicators, service quality, coordination of administrative/business planning support to agencies, executive development and also handles all requests for information made under the Freedom of Information/Privacy and Protection Act. The branch provides advice and information with respect to the management of recorded information as required by the Archives Act.

OPERATIONS DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7606
Fax (416)326-7599
8:30 - 5:00

The Operations Division of the Ministry of Labour includes the Office of the Assistant Deputy Minister, two main offices and four regional offices. The Occupational Health and Safety Branch and Employment Practices Branch provide support to the staff delivering day-to-day operations in four autonomous regional offices.

EMPLOYMENT PRACTICES BRANCH

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-2450
Toll Free 1-800-531-5551 (Province Wide, Outside GTA)
Fax (416)326-7061
www.gov.on.ca/lab/es/ese.htm
8:30 - 5:00

The Employment Practices Branch overviews and coordinates the Employment Standards Program, providing policy, procedural, technical and planning support to the ministry's Regional Area Offices, which administer and enforce the Employment Standards Act. The Employment Practices Branch also administers the Employment Agencies Act and the Industrial Standards Act.

EMPLOYMENT STANDARDS

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7160 (GTA)
Toll Free 1-800-531-5551 (Province Wide Outside GTA)
Fax (416)314-8725
www.gov.on.ca/lab/main/htm
8:30 - 5:00

The **Employment Standards** Act establishes minimum terms and conditions of employment called employment standards. Employment Standards include rules on minimum wage, overtime pay, paid public **holidays**, **vacation**s with pay and vacation pay, equal pay for equal work, the prevention of discrimination in employment-provided benefit plans, pregnancy leave and parental leave, hours of work, lie detector tests, termination notice or termination pay, severance pay, retail **workers**' right to refuse work on Sunday and Public Holidays, seasonal employees, domestic workers and homeworkers. Information about the Employment Standards Act can be accessed through our website: http://www.gov.on.ca/lab/es/ese.htm. To file an employment standards claim, or for more information, call the Ministry of **Labour** office in your area. See Regional Offices listing. Office locations can also be accessed through our website: http://www.gov.on.ca/LAB/mol/minoffce.htm.

EMPLOYMENT AGENCIES

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7008
Fax (416)314-8725
8:30 - 5:00

The **Employment** Agencies Act is administered by the Employment Practices Branch. The Employment Agencies Act provides for the licensing and regulation of employment agencies in

Ontario. All agencies engaged in permanent placement must apply and qualify for a **licence** before undertaking any recruitment activity.

INDUSTRIAL STANDARDS

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7036
8:30 - 5:00

The **Industrial Standards** Act is administered by the Employment Practices Branch. Under the Industrial Standards Act, employees and employers may jointly request a schedule of working conditions for their particular industry. The schedule must be prepared and accepted by both groups and approved by the ministry to become the standard for that industry or trade in a designated zone. The Women's Dress and Sportswear Advisory Committee and the Women's Coats and Suit Advisory Committee were appointed to hear **complaints** from employers and employees to whom the schedule applies and to assist in carrying out the provisions of the Industrial Standards Act and the Regulations thereunder.

OCCUPATIONAL HEALTH AND SAFETY BRANCH

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013 (Province-Wide)
Fax (416)326-7761
www.gov.on.ca/lab/ohs/ohse.htm
8:30 - 5:00

The branch provides program services related to the Construction **Health** and Safety Program, the Industrial Health and Safety Program, Mining Health and Safety Program and Mine Rescue Program. These services are provided through Regional and District Offices across the province. The programs enforce the Occupational Health and Safety Act and regulations made under the Act including regulations for Designated Substances, Agents and Materials and the Workplace **Hazardous Materials** Information System (WHMIS). They also administer the **Smoking** in the Workplace Act, sections of the Trades Qualification Act, the Atomic Energy Act, and regulations for Uranium and Thorium Mining, and Mining and **X-ray** Safety. Professional and Specialized Services, the Radiation Protection Service and the Materials Testing Laboratory Service provide scientific and technical support to the programs. The branch also assists with the coordination of the development of occupational health and safety regulations.

CONSTRUCTION HEALTH AND SAFETY PROGRAM

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7761
8:30 - 5:00

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Construction** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among **workers** in the construction industry including window cleaning operations. The program expects **employers** and employees to assume primary responsibility for occupational health and safety in the **workplace**. Construction Health and Safety inspectors operate out of Regional and District Offices in Ontario. They inspect construction and window cleaning operations. The Professional and Specialized Services provides support to these activities.

INDUSTRIAL HEALTH AND SAFETY PROGRAM

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7761
8:30 - 5:00

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Industrial** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among **workers** in **manufacturing**, service and retail industries including **hospitals** and schools. The program expects **employers** and **employees** to assume primary responsibility for occupational health and safety in the **workplace**. Industrial Health and Safety officers, operating out of Regional and District Offices throughout the province inspect these establishments for compliance with Occupational Health and Safety Legislation. Professional and Specialized Services provides support to these activities.

INFORMATION AND ADMINISTRATIVE SERVICES

7th Flr, 400 University Ave
Toronto M7A 1T7
(416)326-7731 (Publication Sales)
Fax (416)326-7745 (Publication Sales)

Information and Administrative Services supports the computer information system and produces, publishes and distributes acts, regulations and other material for Occupational Health and Safety and Employment Practices.

MINING HEALTH AND SAFETY PROGRAM

Willet Green Miller Centre Bldg B
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5698
8:30 - 5:00

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Mining** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among **workers** in the mining industry. This applies to employees and **employers** in open pits, **quarries**, **metallurgical operations**, sand, clay, shale and gravel pits, **aggregate** plants, peat workings and diamond drilling operations. The program expects employers and employees to assume primary responsibility for occupational health and safety in the **workplace**. Mining Health and Safety officers operate out of some Regional and District Offices in Ontario. They inspect workplaces in the mining industry for compliance with the legislation. They investigate refusals to work, **complaints**, **fatalities** and serious **accidents**. Professional and Specialized Services provides technical expertise to the inspectors.

MATERIALS TESTING LABORATORY

Willet Green Miller Centre Bldg C
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5710
8:30 - 4:30

By statute, all **wire ropes** used in mine-**hoisting** installations must be tested by the Materials **Testing Laboratory** before use and at intervals during service.

MINE RESCUE PROGRAM

933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5707
Fax (705)670-5708
8:30 - 5:00

The Mine **Rescue** Program trains specialists at each underground mine in mine rescue procedures to be followed in the event of a mine fire, **disaster** or **emergency**. The Mine Rescue **training** officers maintain a number of stations, as well as non-staffed substations equipped with breathing apparatus, **fire** fighting equipment, and other emergency equipment and supplies to facilitate an immediate response to any mine emergency.

PROFESSIONAL AND SPECIALIZED SERVICES

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Fax (416)326-7761
8:30 - 5:00

The Professional and Specialized Services identifies and reduces the risk of worker injury in Ontario **workplace** through the contribution of professional knowledge on the anticipation, recognition, evaluation and control of occupational hazards. The service is composed of a multidisciplinary team of professionals who set, communicate and enforce **standards**; provide **health** and **safety assessments** of **chemicals**, notifiability of new chemical and biological agents, statistical analysis of occupational health data, and coordination of training programs. Professional and Specialized Services engineers provide **engineering** expertise to the Construction, Industrial and Mining Health and Safety Programs. **Diving** specialists administer the Diving Regulation. Occupational health professionals including physicians, hygienists, ergonomists, scientists and **radiation** technologists provide consultations to help prevent occupational **diseases**.

RADIATION PROTECTION SERVICE

81A Resources Rd
Weston M9P 3T1
(416)235-5922 (Emergency Planning)
Fax (416)235-5926
8:30 - 4:30

The **Radiation** Protection Service, which is the primary provincial source of expertise on all matters concerning exposure to radiation, evaluates and controls occupational exposure and provides assistance to other ministries and agencies on exposure of the public to radiation in the **environment**. The service also provides radioanalytical and field support for the Provincial Nuclear Emergency Plan.

REGIONAL OFFICES

CENTRAL REGIONAL OFFICE
West Bldg
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
(416)326-7160 (GTA)
Toll Free 1-800-268-8013 (Occupational Health and Safety Inquiries)
Toll Free 1-800-531-5551 (Employment Standards Inquires)
Fax (416)235-5355
8:30 - 5:00

DISTRICT OFFICES

BARRIE
Suite 201, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)722-6642
Fax (705)726-3101
8:30 - 5:00

DURHAM
Unit 1, 2275 Midland Ave
Scarborough M1P 3E7
General Inquiry (416)314-5300
(905)665-4979 (Employment Standards Program Assistant, Whitby)
(905)665-4979 (Construction Health & Safety Program Assistant, Whitby)
(416)326-7160 (Employment Standards Inquiry - Dial Zero After The Number If You Wish To Speak To An Adviser)
(416)314-5421 (Industrial Health & Safety Duty Desk)
(416)314-5420 (Industrial Health & Safety Program Assistant)
Toll Free 1-800-531-5551 (Dial Zero After The Number If You Wish To Speak To An Adviser)
Fax (416)314-5422
8:30 - 5:00

WHITBY SATELLITE OFFICE
Suite 204, 209 Dundas St E
Whitby L1N 7H8
General Inquiry (905)665-4979
Fax (905)665-4983
8:30 - 5:00

PEEL NORTH
Main Flr, 1290 Central Pky W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Fax (905)615-7098
8:30 - 5:00

PEEL SOUTH
Main Flr, 1290 Central Pky W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Fax (905)615-7098
8:30 - 5:00

TORONTO EAST
Unit 1, 2275 Midland Ave
Scarborough M1P 3E7
General Inquiry (416)314-5300
Fax (416)314-5410
8:30 - 5:00

TORONTO NORTH
West Bldg
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
Fax (416)235-5080
8:30 - 5:00

TORONTO WEST
West Bldg
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
Fax (416)235-5090
8:30 - 5:00

YORK
Unit 102, 1110 Stellar Dr
Newmarket L3Y 7B7
General Inquiry (905)715-7020
Fax (905)715-7140
8:30 - 5:00

EASTERN REGIONAL OFFICE
Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
(613)228-1299 (Employment Standards)
Toll Free 1-800-268-8013 (Occupational Health and Safety Inquiries)
Toll Free 1-800-531-5551 (Employment Standards Inquiries)
Toll Free 1-800-267-1916 (Within Area Code 613)
Fax (613)727-2900
8:30 - 5:00

DISTRICT OFFICES

KINGSTON
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)545-0989
Fax (613)545-9831
8:30 - 5:00

OTTAWA EAST
Assaly Bldg
Suite 200, 1111 Prince of Wale Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Fax (613)727-2900
8:30 - 5:00

OTTAWA WEST
Assaly Bldg
Suite 200, 1111 Prince of Wale Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Fax (613)727-2900
8:30 - 5:00

PETERBOROUGH
Parklane Plaza
815 High St
Peterborough K9J 8J9
General Inquiry (705)755-7400
Fax (705)755-4724
8:30 - 5:00

NORTHERN REGIONAL OFFICE
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Toll Free 1-800-461-6325 (Within Area Code 705)
Toll Free 1-800-268-8013 (Occupational Health and Safety Inquiries)
Toll Free 1-800-531-5551 (Employment Standards Inquiries)
Fax (705)564-7435
8:30 - 5:00

DISTRICT OFFICES

SAULT STE MARIE
Roberta Bondar Place
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6600
Toll Free 1-800-461-7268
Fax (705)949-9796
8:30 - 5:00

SATELLITE OFFICE - ELLIOT LAKE
2nd Flr, 50 Hillside Dr N
Elliot Lake P5A 1X4
Fax (705)848-8055
8:15-4:30

SUDBURY EAST
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Fax (705)564-7076
8:30 - 5:00

NORTH BAY
2nd Flr, 447 McKeown Ave
North Bay P1B 9S9
Toll Free 1-800-461-6325 (Sudbury)
Fax (705)497-6850
8:15 - 4:30

SUDBURY WEST
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Fax (705)564-7437
8:30 - 5:00

THUNDER BAY
Suite 115, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1691
Fax (807)475-1646
8:30 - 5:00

SATELLITE OFFICE - DRYDEN
479 Government Rd
Dryden P8N 3B3
General Inquiry (807)223-4898
Toll Free 1-800-465-5016 (Thunder Bay)
Fax (807)223-4344
8:15 - 4:30

TIMMINS
Ontario Government Complex
D Wing, Hwy 101 E
PO Bag 3050
South Porcupine P0N 1C0
General Inquiry (705)235-1900
Fax (705)235-1925
8:30 - 5:00

SATELLITE OFFICE - KAPUSKASING
c/o Ministry of Natural Resources
Hwy 17 W
RR 2
Kapuskasing P5N 2Y3
Toll Free 1-800-461-9847 (Timmins)
Fax (705)335-8330

SATELLITE OFFICE - KIRKLAND LAKE
Unit 303, 6 Tweedsmuir Ave
Kirkland Lake P2N 1H9
(705)567-5292 (Mining Health & Safety, Industrial Health & Safety)
Toll Free 1-800-461-9847 (Within Area Code 705)
Fax (705)567-5737

WESTERN REGIONAL OFFICE
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-531-5551 (Employment Standards Inquiries)
Toll Free 1-800-268-8013 (Occupational Health and Safety Inquiries)
Fax (905)577-1200
8:30 - 5:00

DISTRICT OFFICES

BRANT
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Fax (905)577-1324
8:30 - 5:00

HALTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Fax (905)577-1324
8:30 - 5:00

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Fax (905)577-1200
8:30 - 5:00

KITCHENER/WATERLOO
Unit G213, 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)885-3378
Fax (519)883-5694
8:30 - 5:00

LONDON NORTH
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Fax (519)672-0268
8:30 - 5:00

LONDON SOUTH
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (Telephone Adviser ES)
Fax (519)672-0268
8:30 - 5:00

NIAGARA
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3994
Fax (905)704-3011
8:30 - 5:00

WINDSOR
Suite 635, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)256-8277
Fax (519)258-1321
8:30 - 5:00

POLICY AND COMMUNICATIONS DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7558
Fax (416)326-7599
8:30 - 5:00

The Policy and Communications Division, headed by an Assistant Deputy Minister (ADM), provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programs and legislation related to the workplace. The division includes policy (including Cabinet liaison) and information (correspondence) coordination.

COMMUNICATIONS AND MARKETING BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7400
Fax (416)326-0904 (Director)
Fax (416)326-7406
8:30 - 5:00

The Communications and Marketing Branch informs the public, client groups and the media about the ministry's activities. The branch also provides communications support to the Minister, the Deputy Minister, program areas and regional offices. Activities include internal and external communications, French Language Services, communications planning, media liaison and the production and distribution of information materials. Please refer to each program listing for the inquiry telephone number of your local Ministry of Labour office.

FRENCH LANGUAGE SERVICES

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7596
Fax (416)326-7592
8:30 - 5:00

French Language Services monitors compliance with the French Language Services Act and provides consultation on the planning and effective delivery of services in French across the ministry and its agencies (with the exception of the Workplace Safety and Insurance Appeals Tribunal and Workplace Safety and Insurance Board, which handle these responsibilities themselves). The office also serves as a link between the francophone community and the ministry. Ministry translation services are provided through this office.

EMPLOYMENT AND LABOUR POLICY BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-9293
Fax (416)314-5855
8:30 - 5:00

The Employment and Labour Policy Branch conducts research, develops policy analysis and provides advice in relation to employment rights and responsibilities (e.g. Employment Standards Act, Pay Equity Act) and in the area of labour-management policy (in particular, matters pertaining to the Labour Relations Act).

LABOUR MANAGEMENT SERVICES

8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7575
Fax (416)314-8755
9:00 - 5:00

The role of Labour Management Services is to further harmonious relations between **employers** and **employees**. The program is provided through the Office of the Director of LMS, the Office of Mediation, the Office of Arbitration, and the Office of **Collective Bargaining** Information. The Office of Mediation assists **Unions** and Employers in the settlement of Collective Agreements through conciliation and mediation. The Office of Collective Bargaining Information offers research and **information service**s to unions, management and government in the area of labour relations and collective bargaining, including the preparation of regular reports on negotiated changes in wages and benefit provisions. The Office of Arbitration assists the Minister to carry out the statutory responsibility of constituting boards of arbitration and appointing single arbitrators under the Labour Relations Act 1995, the Hospital Labour Disputes Arbitration Act and the Fire Protection and Prevention Act, 1997.

OFFICE OF ARBITRATION

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1300
Fax (416)326-1329
8:00 - 5:00

The Office of **Arbitration** assists the Minister in carrying out statutory responsibilities for constituting boards of arbitration and appointing single arbitrators under the **Labour** Relations Act, 1995, the Hospital Labour Disputes Arbitration Act and the Fire Protection & Prevention Act, 1997. The office is responsible for the receipt and processing of requests from **employers** and **trade unions** for the **appointment** of arbitrators and nominees to boards of arbitration. Activities include identifying individuals qualified to act under ministerial appointment, monitoring the progress of arbitration proceedings and cataloguing arbitration awards for public availability. In association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration, the office maintains a roster of qualified **grievance** arbitrators.

OFFICE OF COLLECTIVE BARGAINING INFORMATION

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
Fax (416)326-1277
8:30 - 5:00

The Office of **Collective Bargaining** Information provides research and analytical support to a variety of clients including government, **labour** and management. The office compiles and analyzes labour relations trends, collective bargaining outcomes, **wages** and benefits, and prepares a number of related reports. In addition to a labour relations/collective bargaining information database, an up-to-date collective agreements **library** is maintained and made available to clients.

EDUCATION INFORMATION SERVICE (EIS)

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
Fax (416)325-4134
8:30 - 5:00

The Education Information Service is part of the Office of Collective Bargaining Information. The unit provides research and analytical support on Education sector collective bargaining to a variety of clients including school boards, labour, government, law firms, negotiators and academics. The office compiles and analyses labour relations trends, collective bargaining outcomes, wages and benefits, and prepares a number of related reports. In addition, the education sector collective agreements are made available to clients in the Collective Agreements Library.

OFFICE OF MEDIATION

8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7358
Fax (416)326-7367
8:00 - 5:00

The Office of **Mediation**'s goals are to foster harmonious **labour** relations and to minimize disruption in the economy arising from **strikes** and **lockouts**. The office provides conciliation and mediation services in order to assist the parties in effecting collective agreements. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

ONTARIO-QUEBEC JOBS PROTECTION OFFICE

Suite 202, 2378 Holly Lane
Ottawa K1V 7P1
General Inquiry (613)260-8351
Toll Free 1-888-998-9959 (Hotline)
Fax (613)260-8369
Fax (613)260-8370 (Fax Hotline)

The Jobs Protection Office is in place primarily to enforce the Fairness is a Two Way Street Act. It's functions include coordinating the enforcement of the Act using JPO inspectors and inspectors from various ministries including the ministries of Labour, Finance and Transportation; registering Quebec construction companies and workers; conducting inspections to confirm that registration has taken place; and providing information to Ontario construction companies and workers wishing to work in Quebec.

ONTARIO-QUEBEC POLICY SECRETARIAT

30th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)314-3955
Fax (416)314-3954
8:30 - 5:00

The Ontario-Quebec Policy Secretariat provides policy development and support as well as program development to remove barriers that Ontario construction workers and contractors have experienced in trying to work in Quebec.

WORKPLACE INSURANCE, HEALTH AND SAFETY BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-9299
Fax (416)326-7650
8:30 - 5:00

The **Workplace** Insurance, **Health** and Safety Branch leads development of corporate policy and regulations in occupational health and safety and workplace insurance. The branch also provides advice and conducts and coordinates research in these fields. It promotes linkages between injury and illness prevention and workplace insurance by working with partners in the ministry, Workplace Safety and Insurance Board, and designated health and safety entities.

AGENCIES, BOARDS AND COMMISSIONS

GRIEVANCE SETTLEMENT BOARD

Suite 600, 180 Dundas St W
Toronto M5G 1Z8
General Inquiry (416)326-1388
Fax (416)326-1396
8:00 - 5:00

The Public Service Appeals Board is the administrative structure that supports two adjudicative agencies: the Crown Employees **Grievance** Settlement Board and the Public Service Grievance Board.

OFFICE OF THE EMPLOYER ADVISER

Suite 501, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-0020
Toll Free 1-800-387-0774
Fax (416)327-0726

The Office of the Employer Adviser (OEA) has been helping **employers** since 1985. The **OEA** provides employers with advice, education, and information on **Workplace** Safety **Insurance**. The OEA is an agency of the Ontario Ministry of Labour that operates independently from the Ministry and the Workplace Safety and Insurance Board (WSIB). The OEA is funded from employer premiums paid to the WSIB. For smaller employers, we provide guidance, including on-site advice, and representation in their dealings with the WSIB and the Tribunal.

FIELD OFFICES

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
Toll Free 1-800-387-0774
Fax (905)577-1324

LONDON
5th Flr, 217 York St
London N6A 5P9
Toll Free 1-800-387-0774
Fax (519)672-0268

OTTAWA
2nd Flr, 1111 Prince of Wales Dr
Ottawa K2C 3T2
Toll Free 1-800-387-0774
Fax (613)727-2901

PETERBOROUGH
Parklane Plaza
815 High St
Peterborough K9J 8J9
Toll Free 1-800-387-0774
Fax (705)742-8364

SAULT STE MARIE
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V8
Toll Free 1-800-387-0774
Fax (705)949-9796

SUDBURY
Suite 302, 159 Cedar St
Sudbury P3E 6A5
Toll Free 1-800-387-0774
Fax (705)564-7076

THUNDER BAY
Suite 222, 435 James St S
Thunder Bay P7E 6S7
Toll Free 1-800-387-0774
Fax (807)475-1646

TORONTO
Suite 501, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-0020
Toll Free 1-800-387-0774
Fax (416)327-0726

WATERLOO
Unit G, 155 Frobisher Dr
Waterloo N2V 2E1
Toll Free 1-800-387-0774
Fax (519)883-5694

WINDSOR
Suite 635, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry 1-800-387-0774
Fax (519)258-1321

OFFICE OF THE WORKER ADVISER

Suite 1300, 123 Edward St
Toronto M5G 1E2
Toll Free 1-800-435-8980 (Canada Wide)
Toll Free French 1-800-661-6365 (Canada Wide)
Fax (416)327-2237
www.gov.on.ca
8:30 - 5:00

The Office of the Worker Adviser (OWA) advises, represents and educates injured workers with Workplace Safety & **Insurance** Board (WSIB) **claims** through all stages of the **Workplace Safety and Insurance** System, including appeals before the Workplace Safety & Insurance Board and Workplace Safety and Insurance Appeals Tribunal. **OWA** services are only available to workers who do not have a union to help them. A resource and information service focusing on Workplace Safety and Insurance issues is also available to the public. OWA service is provided outside Toronto through Regional Offices.

CENTRAL REGION

HAMILTON
1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-1301
Toll Free 1-800-263-9209 (Within Area Codes 905, 519 & 416)
Fax (905)540-9355
8:30 - 5:00

MISSISSAUGA
Suite 512, 10 Kingsbridge Garden Cir
Mississauga L5R 3K6
General Inquiry (905)568-2359
Toll Free 1-800-267-3949 (Within Area Codes 905)
Fax (905)568-1086
8:30 - 5:00

SCARBOROUGH
Suite 502, 4002 Sheppard Ave E
Scarborough M1S 4R5
General Inquiry (416)325-9846
Toll Free 1-800-268-4343 (Province Wide)
Fax (416)325-9855
8:30 - 5:00

TORONTO
Suite 1300, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)325-8570
Toll Free 1-800-660-6769 (Canada Wide)
Fax (416)325-4830

NORTHEAST REGION

DOWNSVIEW
West Bldg
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5550
Toll Free 1-800-387-7495 (Canada Wide)
Fax (416)235-5594
8:30 - 5:00

OTTAWA
Tower A
Suite 705, 11 Holland Ave
Ottawa K1Y 4S1
General Inquiry (613)728-2006
Toll Free 1-800-267-6599 (Within Area Code 613)
Fax (613)728-8052
8:30 - 5:00

SUDBURY
Suite 304, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-1621
Toll Free 1-800-461-6372 (Within Area Code 705)
Fax (705)564-4126
8:30 - 5:00

NORTHWEST REGION

ELLIOT LAKE
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-6413
Fax (705)848-2408
8:30 - 5:00

SAULT STE MARIE
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-5861
Toll Free 1-800-461-6023 (Province Wide)
Fax (705)759-6788
8:30 - 5:00

THUNDER BAY
Suite 335, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1280
Toll Free 1-800-465-3966 (Canada Wide)
Fax (807)475-1283
8:30 - 5:00

TIMMINS
3rd Flr, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)268-3454
Toll Free 1-800-461-9854 (Within Area Code 705)
Fax (705)267-3633
8:30 - 5:00

SOUTHWEST REGION

LONDON
Suite 810, 495 Richmond St
London N6A 5A9
General Inquiry (519)873-4490
Toll Free 1-800-265-7924 (Within Area Code 519)
Fax (519)873-4500
8:30 - 5:00

ST CATHARINES
8th Flr, 301 St Paul Ave
St Catharines L2R 3M8
General Inquiry (905)704-3945
Toll Free 1-800-414-4512 (Within Area Code 905)
Fax (905)704-3019
8:30 - 5:00

WATERLOO
Unit G (213), 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)888-9063
Toll Free 1-800-265-2466 (Within Area Code 519)
Fax (519)883-5659
8:30 - 5:00

WINDSOR
Suite 601, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-7558
Toll Free 1-800-265-5649 (Within Area Code 519)
Fax (519)254-1741
8:30 - 5:00

ONTARIO LABOUR RELATIONS BOARD

2nd Flr, 505 University Ave
Toronto M5G 2P1
General Inquiry (416)326-7500
Fax (416)326-7531

The Ontario **Labour** Relations Board is a neutral, quasi-judicial tribunal that **adjudicate**s matters under the Labour Relations Act. The act gives the Board power to deal with specific labour relations matters, including: **certification** of a **trade** union, termination of a trade union's bargaining rights, **complaint**s of unfair labour practices, and illegal **strikes** and **lockouts**. The Board also deals with certain applications under the **Occupational Health and Safety** Act and other statutes. The Board's adjudicators also hear **appeal**s from orders of ministry Health and Safety Inspectors and **Employment** Standards Officers.

EDUCATION RELATIONS COMMISSION/COLLEGE RELATIONS COMMISSION

2nd Flr, 505 University Ave
Toronto M5G 2P1
General Inquiry (416)326-7500
Fax (416)326-7531
8:00 - 4:30

The Education Relations Commission (ERC) was established in 1975 to support **collective bargaining** in the education sector. Activities include providing statistical information and analysis in relation to collective bargaining, and advising the Lieutenant Governor-in-Council when a strike or lockout will jeopardize students' education. The College Relations Commission was established in 1975 to oversee collective bargaining between the Ontario Council of Regents for Colleges of Applied Arts and Technology (CAATs) and the Ontario Public Service Employees Union, representing both academic and support staff. The commission monitors and assists in negotiation, supervises staff votes and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education.

PAY EQUITY COMMISSION

11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-1896
Toll Free 1-800-387-8813
Fax (416)314-8741
8:30 - 5:00

The **Pay Equity** Commission was established to assist all parties in achieving and maintaining pay equity in the **workplace**. Implementation of Pay Equity is a self-managed process undertaken by **employers** and **employees** or bargaining agents, with minimal involvement, if any, of the commission. The Pay Equity Commission is organized into two separate, independent parts: the Pay Equity Office and the Pay Equity Hearings Tribunal. The Pay Equity Office has a mandate to provide information and **public education**, policy and research, and complaint resolution. The Pay Equity Hearings Tribunal, an independent quasi-judicial adjudicative body, hears and determines all matters and disputes that arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, individual employee, or if the matter is referred to the Tribunal by the Pay Equity Office. See also entries under Pay Equity Hearings Tribunal.

Services offered to the Public:
Pay Equity Publications

PAY EQUITY HEARINGS TRIBUNAL

Suite 201, 505 University Ave
Toronto M5G 2P3
General Inquiry (416)314-0004
TTY (416)314-2379
Toll Free 1-800-668-3946
TTY Toll Free 1-800-424-1168
Fax (416)314-8743
8:30 - 4:30

The **Pay Equity Hearings** Tribunal was established on January 1, 1988. The Hearings Tribunal is a tripartite, quasi judicial tribunal that hears and finally determines all matters or disputes which arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, an individual employee or, if the matter is referred to the Tribunal by a Review Officer of the Pay Equity Office.

WORKPLACE SAFETY AND INSURANCE APPEALS TRIBUNAL (FORMERLY WORKERS' COMPENSATION APPEALS TRIBUNAL)

2nd Flr, 505 University Ave
Toronto M5G 2P2
General Inquiry (416)314-8800
Toll Free 1-888-618-8846
Fax (416)326-5164 ((Main Fax))
Fax (416)326-3558 ((Publications & Library))

The **Workplace Safety and Insurance Appeal**s Tribunal (WSIAT) is the final level of appeal to which **workers** and **employers** may bring Workplace Safety & Insurance Board matters regarding entitlement to benefits, health care, vocational **rehabilitation** and re-employment obligations. It also decides appeals from WSIB decisions on **assessment**s, penalties and transfers of costs, as well as disputes over employer access to workers' files. In addition, the Tribunal decides if a person has the right to sue in court instead of making a **compensation** claim. WSIAT is an independent tribunal, separate and apart from the WSIB. Decisions are made by vice-chairs or tripartite panels who are Order in Council appointees.

WORKPLACE SAFETY AND INSURANCE BOARD (FORMERLY WORKERS' COMPENSATION BOARD)

Ground Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
(416)344-4078 (Information Centre)
Toll Free 1-800-387-0750
TTY Toll Free 1-800-387-0050
Fax (416)344-4684 (For All Claims Mail)
Toll Free Fax 1-888-313-7373 (For All Claims Mail)
www.wsib.on.ca
8:30 - 4:30

Ontario's **Workplace Safety and Insurance** Board (WSIB) plays a key role in the province's **occupational health and safety** system. In addition to its prevention mandate, the WSIB facilitates return to work and provides insurance for **injuries** and illnesses incurred by workplaces covered under the Workplace Safety and Insurance Act. Entirely funded by Ontario employers, the WSIB is the fourth largest workplace **disability** insurer in North America.

OPERATIONS DIVISION

19th Flr, 200 Front St W
Toronto M5V 3J1

Operations staff provide frontline services for Ontario **employers** registered with the Workplace Safety and **Insurance** Board and workers who claim benefits resulting from a workplace accident. Work undertaken on behalf of employers includes firm **registration**, classification and premium **assessment**, billing and receivables. As well, Operations staff manage all aspects of workers' **compensation** claim administration. This division provides compensation benefits, **medical** and **vocational rehabilitation** assistance to injured workers, and to surviving spouses and dependents in cases of fatal **claims**. Services are available in Toronto, and in district offices in Hamilton, London, Ottawa, Sudbury, Thunder Bay and Windsor. Area offices include Kingston, Kitchener, North Bay, Sault Ste Marie, St. Catharines and Timmins. French and other language services are available.

INDUSTRY SECTORS

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
Toll Free 1-800-387-0750
8:30 - 4:30

AGRICULTURE
South Tower
4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4650
Toll Free 1-888-259-4228
8:30 - 4:30

AUTOMOTIVE
8th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1001
Toll Free 1-800-263-8877
8:30 - 4:30

CHEMICALS/PLASTICS AND PROCESS
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

FOOD
8th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1001
Toll Free 1-800-263-8877
8:30 - 4:30

FOREST PRODUCTS AND PULP AND PAPER
410 Memorial Ave
Thunder Bay P7C 5S2
General Inquiry (807)343-1710
Toll Free 1-800-465-3934
8:30 - 4:30

HEALTH CARE
6th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1002
Toll Free 1-800-387-0066

MANUFACTURING
4th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1005
Toll Free 1-800-387-0025
8:30 - 4:30

MINING
30 Cedar St
Sudbury P3E 1A4
General Inquiry (705)675-9301
Toll Free 1-888-784-7855
8:30 - 4:30

MUNICIPAL, EDUCATION, ELECTRICAL
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

SCHEDULE 2
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

SERVICES
3rd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1007
Toll Free 1-800-387-0068
8:30 - 4:30

STEEL
120 King St W
Hamilton L8N 4C5
General Inquiry (905)523-1800
Toll Free 1-800-263-8488
8:30 - 4:30

TRANSPORTATION
6th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1002
Toll Free 1-800-387-0066
8:30 - 4:30

SMALL BUSINESS SERVICES

CONSTRUCTION SECTOR
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
Fax (416)344-2039
8:30 - 4:30

HAMILTON SMALL BUSINESS
Plaza Level, 120 King St W
Hamilton L8P 4V2
General Inquiry (905)523-1800
Toll Free 1-800-263-8488
TTY Toll Free 1-800-387-0050
8:30 - 4:30

ST CATHARINES AREA OFFICE
Lake-Carlton Plaza
Rm 201, 161 Carlton St
St Catharines L2R 1R5
General Inquiry (905)687-8622
Toll Free 1-800-263-2484
8:30 - 4:30

KITCHENER SMALL BUSINESS
Suite 502, 55 King St W
Kitchener N2G 4W1
General Inquiry (519)576-4130
Toll Free 1-800-265-2570
TTY Toll Free 1-800-387-0050

LONDON SMALL BUSINESS
148 Fullarton St
London N6A 5P3
General Inquiry (519)663-2331
Toll Free 1-800-265-4752
TTY Toll Free 1-800-387-0050
8:30 - 4:30

OTTAWA SMALL BUSINESS
Suite 700, 99 Metcalfe St
Ottawa K1P 1E8
General Inquiry (613)238-7851
Toll Free 1-800-267-9601
TTY Toll Free 1-800-387-0050
8:30 - 4:30

KINGSTON AREA OFFICE
Suite 304, 234 Concession St
Kingston K7K 6W6
General Inquiry (613)544-9682
Toll Free 1-800-267-9461
8:30 - 4:30

SUDBURY SMALL BUSINESS
30 Cedar St
Sudbury P3E 1A4
General Inquiry (705)675-9301
Toll Free 1-800-461-3350
TTY Toll Free 1-800-387-0050
8:30 - 4:30

NORTH BAY AREA OFFICE
128 McIntyre St W
North Bay P1B 2Y6
General Inquiry (705)472-5200
Toll Free 1-800-461-9521
8:30-4:30

TIMMINS AREA OFFICE
Pine Plaza
Suite 310, 119 Pine St S
Timmins P4N 2K3
General Inquiry (705)267-6427
Toll Free 1-800-461-9856
8:30 - 4:30

THUNDER BAY SMALL BUSINESS
410 Memorial Ave
PO Box 7000
Thunder Bay P7C 5S2
General Inquiry (807)343-1710
Toll Free 1-800-465-3934
TTY Toll Free 1-800-387-0050
8:30 - 4:30

SAULT STE MARIE AREA OFFICE
153 Great Northern Rd
Sault Ste Marie P6B 4Y9
General Inquiry (705)942-3002
Toll Free 1-800-461-6005
8:30 - 4:30

TORONTO SMALL BUSINESS
3rd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1007
Toll Free 1-800-387-0068
TTY Toll Free 1-800-387-0050

WINDSOR SMALL BUSINESS
235 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)966-0660
Toll Free 1-800-265-7380
TTY Toll Free 1-800-387-0050
8:30 - 4:30

ACTS

Crown Employees Collective Bargaining Act,1993
Employment Agencies Act
Employment Standards Act
Government Contracts Hours and Wages Act
Hospital Labour Disputes Arbitration Act
Industrial Standards Act
Labour Relations Act,1995
Ministry of Labour Act
Occupational Health and Safety Act
One Day's Rest in Seven Act
Pay Equity Act
Public Sector Dispute Resolution Act, 1997
Public Sector Labour Relations Transition Act, 1997
Rights of Labour Act
Smoking in the Workplace Act
Trades Qualification and Apprenticeship Act (in conjunction with the Ministry of Education and Training)
Workplace Safety and Insurance Act, 1997

MANAGEMENT BOARD OF CABINET

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-1234
www.gov.on.ca/mbs
9:00 - 5:00

The Management Board of Cabinet (MBC) is the Committee of Cabinet responsible for the management of the public service and the operations of government. MBC provides central leadership on the management of the government's financial, human and physical resources, which support fiscal and policy priorities. In December 1971, the Management Board of Cabinet Act established the board and its secretariat and gave the board its authority. Officially representing the Government of Ontario as the employer of its public servants, the board consists of a Chair, a Vice-Chair and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council. The Management Board Secretariat provides staff support to the board in matters related to the Management Board of Cabinet Act and Public Service Act, respectively.

MANAGEMENT BOARD SECRETARIAT

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-1234
Fax (416)325-3407
9:00 - 5:00

Management Board Secretariat (MBS) provides policy advice and support to Management Board of Cabinet, manages government resources and develops the policies and standards for the internal operations of government. This includes: OPS-wide restructuring projects; business and resource planning and monitoring; human resources policy and planning, and information/information technology policy and planning. MBS provides administrative and business support services to the OPS and the public either directly or through contracts with private sector providers. Through the Crown agency, the Ontario Realty Corporation, MBS manages provincial real estate assets and accommodation services to support ministries and agencies. Through the Gaming Secretariat MBS provides leadership, direction and policy development for the management of provincial gaming operations through the Ontario Lottery Corporation and the Ontario Casino Corporation.

MANAGEMENT BOARD SECRETARIAT - DEPUTY MINISTER

CIVIL SERVICE COMMISSION

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1630
Fax (416)325-6317
8:30 - 5:00

The Civil Service Commission functions under the Public Service Act and is responsible for monitoring the government's performance as an employer, especially with regard to preserving the

merit principle and promoting corporate values. The responsibilities of the Commission are to set regulations relating to a wide range of human resource management issues affecting salaries, classifications, recruitment, benefits and hours of work, subject to the approval of the Lieutenant-Government in Council. Also, the Commission is responsible for considering a wide variety of staffing/recruitment actions and approve non-delegated **appointments**.

AGENCY SECTOR COORDINATION UNIT

Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2043
Fax (416)327-2754
9:00 - 5:00

The Agency Sector Coordination Unit is mandated to support the implementation of the Agency Reform Commission recommendations and the sectoral needs identified in consultation with stakeholders to improve service delivery to the public. The Unit addresses sector coordination needs for: standard setting, communications and information management, skills development planning and training, quality assurance, shared service delivery and sectoral representation. The Unit keeps the government and stakeholders informed about sectoral progress and performance and provides a coordinated quality assurance framework for the sector.

COMMUNICATIONS SERVICES BRANCH

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2792
Fax (416)327-2817
8:15 - 5:00

The Communications Services Branch provides communications support to the Minister, Deputy Minister and program areas of Management Board Secretariat. Services include: strategic communications planning; public relations, internal communications; **publishing** and production (i.e. **topical**, **job mart**, catalyst); issues management and media relations. The branch is also responsible for the Government of Ontario **art** collection. This office documents, preserves and promotes Ontario's art collection, and provides a consultative curatorial service to the Legislature and government. The Media Studio, located in the Legislative Building and used by Members of Provincial Parliament, is also part of this branch.

ADVERTISING REVIEW BOARD

George Drew Bldg
15th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)327-2183
Fax (416)327-2179
8:00 - 4:00

The **Advertising** Review Board monitors advertising policy, oversees the advertising agency selection process and ensures government policy **standards** are met.

GAMING SECRETARIAT

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)314-3680
Fax (416)325-8568
8:30 - 5:00

Gaming Secretariat is responsible for managing and coordinating Ontario's gaming operations including charity **casinos**, slot machines at racetracks, commercial casinos and lotteries. Gaming Secretariat provides leadership, direction and policy development for the management of provincial gaming operations through the Ontario Lottery Corporation and the Ontario Casino Corporation.

LEGAL SERVICES BRANCH

Frost Bldg S
2nd Flr Rm 228, 7 Queen's Park Cres E
Toronto M7A 1Z5
General Inquiry (416)325-9393
(416)325-7894 (Boardroom #1)
(416)325-4202 (Boardroom #2)
Fax (416)325-9404
8:30 - 5:00

Legal Services Branch provides employment/labour law, commercial/real-estate advice and services to MBS and individual ministries. The labour law section deals with proceedings before the Ontario Employees Grievance Settlement Board, PSGB, Ontario Labour Relations Board, Pay Equity Hearings Tribunal and Human Rights Board of Inquiry. The branch also provides advice and services to MBS taking into consideration labour and commercial issues. The real estate/ commercial section provides legal support to MBS to assist it in fulfilling its mandate to provide accommodation and common services to the Government of Ontario and its agencies, such as major areas of land use planning and development; real estate transactions; expropriations and commercial leasing, construction matters, copyright and computer contracts, procurement, etc.

LEGAL SERVICES - GROSVENOR STREET
13th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)327-6784
(416)325-6395 (Boardroom)
Fax (416)325-6383
8:30 - 5:00

LEGAL SERVICES BRANCH - FERGUSON BLOCK
Ferguson Block
10th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2304
(416)314-5830 (Boardroom)
Fax (416)314-5437
8:30 - 5:00

REGIONAL DELIVERY RESTRUCTURING

Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2050
Fax (416)327-2754
9:00 - 5:00

Regional Delivery Restructuring is leading the implementation of Government information centres across Ontario.

CORPORATE INITIATIVES INTEGRATION GROUP

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)314-3958
Fax (416)325-7125
8:30 - 5:00

Corporate Initiatives Integration Group ensures that Management Board Secretariat's corporate change initiatives are well integrated and sustainable with respect to their impact on ministries.

HUMAN RESOURCES DIVISION

Frost Bldg S
3rd Flr Rm 333A, 7 Queen's Park Cres
Toronto M7A 1Z5
General Inquiry (416)325-1530
Fax (416)325-1393
8:30 - 5:00

Human Resources Division fulfils the corporate employer role for the OPS by establishing clear and contemporary human resources policies, programs and practices for ministry clients, and effectively managing labour relations. The division is responsible for collective bargaining and contract administration with bargaining agents and professional associations, and providing direction and support to ministry clients in the areas of human resources planning, staffing, health and safety and compensation (including job evaluation systems, pensions and benefits).

COMPENSATION SERVICES BRANCH

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-4141
Fax (416)325-4027
Fax (416)327-8402
8:30 - 5:00

Compensation Services Branch is responsible for corporate policies and initiatives concerning the total compensation package for employees in the Ontario Public Service (OPS). This includes pay, benefits and pensions. The branch manages the supplier contracts for insured benefits, the employer relationship with the pension boards as well as the provision/acquisition of professional actuarial services as pertains to the financial management of OPS pension and insured benefits plans.

CORPORATE LABOUR RELATIONS/NEGOTIATIONS SECRETARIAT

Frost Bldg S
Rm 340, 7 Queen's Park Cres
Toronto M7A 1Z5
General Inquiry (416)325-1475
Fax (416)325-1472 (Director)
Fax (416)325-1483
8:30 - 5:00

The Corporate Labour Relations Negotiations Secretariat represents the Crown as the employer in all collective bargaining and labour relations matters in the OPS. Other responsibilities include: labour policy development, supporting ongoing union-management negotiations; providing advice/assistance to ministries on a full range of labour relations issues; coordinating OPS grievances; and interpreting collective agreements and Labour Relations issues. The Research and Evaluation

Section is responsible for the collection and analysis of external broader public sector and OPS market data and social economic and demographic conditions that affect and influence the compensation practices and conditions of employment in the Ontario Public Service. The section also responds to all external inquiries regarding OPS compensation and supports the Negotiations Secretariat in negotiations.

STAFFING AND DEVELOPMENT BRANCH

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-0074
Fax (416)325-0251
8:30 - 5:00

Staffing and Development Branch develops and implements human resources management strategies, policies, programs and practices that support the role of the OPS as a corporate employer. It provides strategic advice to, and consultation with, Management Board of Cabinet, ministries and managers on the Human Resources Strategy, staffing, equal opportunity, health and safety, and a corporate internship program. The Branch also supplies a full range of human resources services and related advice for all Ministers' Staff and the Office of the Premier.

INTERNAL AUDIT DIVISION

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Z5
General Inquiry (416)327-9368
Fax (416)327-9486
8:30 - 5:00

The Internal Audit Division provides objective assurance and consulting services to all government ministries. It assists the government in accomplishing it's business objectives by evaluating and making recommendations to improve the government's risk management, control and governance processes. Although audit staff are employees of MBS, they are physically located at the various ministries across the OPS.

INTERNAL MINISTRY SERVICES DIVISION

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2864
Fax (416)327-2866
8:30 - 5:00

The Internal Ministry Services Division supports effective decision making within the ministry and for select offices and agencies by providing innovative, proactive analysis, management policies and processes, strategic advice and integrated management information on the following functions: business planning, human resources, finance, information technology, accommodation and general administration.

BUSINESS PLANNING UNIT

5th Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)314-0874
Fax (416)327-2806
Fax (416)327-2866
8:30 - 5:00

Business Planning Unit coordinates and facilitates integrated, accountable business planning within Management Board Secretariat to guide the performance of core businesses, promote continuous improvement and enable effective responses to changing conditions. The unit also coordinates MBS corporate reporting.

FINANCE AND OFFICE SERVICES BRANCH

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2898
Fax (416)327-3794
8:30 - 5:00

The Finance and Office Services Branch provides financial planning, accounting and office accommodation support to the Management Board Secretariat, the Ontario Realty Corporation (ORC), the Lieutenant Governor's Office, the Ontario Women's Directorate and corporate projects. Its major activities include: business plan allocations and multi-year financial plans; expenditure and revenue control/forecasting; controllership; ministry purchasing; ministry accommodation; a full range of accounting services including financial statement preparation for the ORC; financial reporting to support corporate decision-making; control and reconciliation; management of the corporate financial information system.

HUMAN RESOURCES SERVICES BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3812
Fax (416)327-4048
8:30 - 5:00

Human Resources Services Branch is responsible for providing a wide range of human resources services to the ministry, Ontario Realty Corporation, the Ontario Women's Directorate, Office of the Lieutenant Governor and other special offices. Services are provided to managers and staff primarily through: human resources consultants; generalists in the human resources field who may be located with their clients; and pay administration representatives who process all ministry pay, benefits and position-related transactions and respond to related inquiries. Specialist services are provided centrally in the following areas: Health and Safety; Organization Design; Job Evaluation; Organizational Development and Training; Career Transition; Labour Relations; French Language; and Equal Opportunity. These areas also develop ministry policies, procedures and guidelines on a wide range of human resources matters.

INFORMATION TECHNOLOGY SERVICES BRANCH

Ferguson Block
4th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2821
(416)327-2700 (Helpline)
Fax (416)327-2530
8:30 - 5:00

Information Technology Services Branch is responsible for the development, implementation and maintenance of information technology in support of ministry programs. The branch provides internal consulting, training and advisory services related to information technology and information security. In addition, the branch provides technology planning, office systems support and system and network operational support.

OFFICE OF THE CORPORATE CHIEF INFORMATION OFFICER

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3333
Fax (416)327-3264
8:00 - 5:00

The Office of the Corporate Chief Information Officer is responsible for providing government-wide policies, frameworks and strategies in the area of information and information technology, including establishing and monitoring adherence to a corporate plan to address the Year 2000 issue. It also manages and delivers a wide range of cost-effective government-wide common services such as access and inquiry services, computer processing and network facilities supporting large government applications, e.g. OHIP claim payments, drivers licences.

COMPUTER AND TELECOMMUNICATION SERVICES

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
(416)325-3400 (Audio Teleconference Operator, Toronto Booking)
(416)327-3900 (For service problems call CTS Service and Operations Centre)
Fax (416)327-3348
8:00 - 5:00

Under the direction of the Corporate Chief, Service Delivery, the Corporate Information Technology and IT Customer Service and Support Branches provide cost-recoverable telecommunication, processing, security, and contingency services to ministries, agencies, boards and commissions in support of the government's IT strategy. For information on the corporate IT services, please call the CTS general inquiry telephone number or see the CTS intranet web site at intra.gov.on.ca/CTS.

CORPORATE INFORMATION TECHNOLOGY BRANCH - PROCESSING

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3274

Corporate Information Technology Branch working with IT Customer Service and Support Branch provides cost-recovery information processing services to the Government of Ontario. Processing Services offers a comprehensive package of processing related services that can be tailored to

provide an environment that most effectively meets each customer's specific business and application requirements.

CORPORATE INFORMATION TECHNOLOGY BRANCH - TELECOMMUNICATIONS

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3281

Corporate Information Technology Branch working with IT Customer Service and Support Branch provides cost-recovery telecommunication and information processing services to the Government of Ontario. Telecommunication-based services are provided to support the effective delivery of customer programs with the goals of minimizing cost, enhancing customer services, and increasing productivity. Services offered include a province wide telecommunications network carrying both voice and data services, a variety of value added services (e.g. voice mail, electronic commerce), and design services.

INFORMATION TECHNOLOGY CUSTOMER SERVICE AND SUPPORT BRANCH

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3256
8:00 - 5:00

The Information Technology Customer Service and Support Branch along with the Corporate Information Technology Branch works in partnership with ministries to support their business needs through the deployment of telecommunications and information processing technology. Services include customer account management, consultation regarding service solutions, planning, and security and contingency services, as well as the provision of internal support services.

HUMAN RESOURCES AND CHANGE MANAGEMENT BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-5513
Fax (416)326-1374
8:30 - 5:00

The Human Resources and Change Management Branch supports the implementation of the Government's Information and Information Technology (I&IT) Strategy. The branch's primary responsibility is to provide human resource and change management support in establishing the new I&IT Organization which will include the Office of the Corporate Chief Information Officer (CIO) and seven clusters. The branch is supporting the implementation of the I&IT Strategy through four principle streams of activity: Executive Recruitment, Organizational Design, Change Management and Executive Development, and Organizational Development and Renewal.

OFFICE OF THE CORPORATE CHIEF INFRASTRUCTURE DEVELOPMENT

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-9036

The Ontario government is investing in nine infrastructure projects that together will streamline our internal operations, improve services to the public and, most importantly, work together across

ministry lines. These are: Enterprise Information and IT Architecture; Common Help Desk/IT Services Management; Integrated Directory and Messaging; Integrated Network; Standardized Desktop; End-to-end Security; Integrated Information; Coordinated Client Access; and Standardized Application Environment.

OFFICE OF THE CORPORATE CHIEF STRATEGIST

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2124
8:30 - 5:00

The Office of the Corporate Chief Strategist champions the importance of I&IT as a key corporate enabler and driver of business opportunities, and maintains an outward technology watch on trends and best practices. The office also leads the development of corporate-wide I&IT strategy aligned with business directions, and leads and facilitates the development of enterprise plans as well as the development of government-wide I&IT policies and standards. It ensures the public's right of access to government-held information and protects the individual's right of privacy. It also identifies new and emerging common infrastructure needs and defines the high-level I&IT architecture. The Office performs the controllership function of I&IT at the corporate level including providing advice to the Management Board of Cabinet on major I&IT decisions and supporting the corporate governance committee's.

CORPORATE FREEDOM OF INFORMATION AND PRIVACY OFFICE

Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2187
Fax (416)327-2190
www.gov.on.ca/MBS/english/fip/
8:30 - 5:00

The Corporate **Freedom of Information** and Privacy Office advises and supports Ontario Government ministries and agencies as well as Ontario **municipalities** and local boards on matters related to administering freedom of information and privacy legislation. The office also provides policy and administrative support to the Chair of Management Board of Cabinet, who is the Minister responsible for the freedom of information and privacy legislation. Additional services and materials generated by the office include bilingual publications intended for the public such as the Directory of **Records** and the Directory of Institutions, manuals and guidelines, workshops and a world wide website.

INFORMATION TECHNOLOGY POLICY BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2124
Fax (416)327-3347
8:30 - 5:00

The Information Technology Policy Branch provides corporate-level management and coordination for the effective use of information and information technology (I&IT) in the Ontario government. Major functions include the development of the corporate I&IT strategy, policies, plans and standards; support to the corporate governance bodies for IT; and advice to the Management Board of Cabinet on issues regarding the management and use of I&IT in the Ontario government. The overall purpose is to ensure that the Ontario government obtains maximum

strategic leverage from the capabilities of I&IT and maximum real value from its I&IT investments toward achieving government business and restructuring goals.

PUBLIC ACCESS SERVICES BRANCH

Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-3420
Fax (416)327-3253
www.gov.on.ca
8:30 - 5:00

The Public Access Services Branch provides leadership, coordination, advice and support for corporate public access initiatives and direct delivery to the public of a variety of corporate information-based services.

ACCESS AND INQUIRY SERVICES

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)325-3420
Fax (416)325-3407
8:30 - 5:00

Access and Inquiry Services provides public access to government information. The section is made up of four units: Citizens' Inquiry Bureau (CIB), Access Ontario in Ottawa, Databases and Directories (D&D) and the Queen's Park Teleconference Call Centre.

ACCESS ONTARIO

Ottawa Court House Bldg
2nd Level, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)238-3630 (Monday - Friday)
TTY (613)566-2236 (TTY/Teletypewriter users only)
Toll Free 1-800-268-8758
Fax (613)566-2234
8:00 - 5:00

Access Ontario provides a **bilingual information and referral service** for telephone and walk-in inquiries. It provides a one-number access point to information on government programs and services, location and staff. It acts as a resource for Government offices, MPP constituency offices, Community Information Centres, private organizations and the public. Two Ontario **Business** Connects terminals are available for business **registrations**. Access Ontario offers a range of free and priced **publications**, and sells **hunting** and **fishing licences**.

CITIZENS' INQUIRY BUREAU

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234 (Collect Calls Accepted Within Ontario)
TTY (416)325-3408 (TTY/Teletypewriter users only)
TTY Toll Free 1-800-268-7095 (TTY/Teletypewriter users only)
Fax (416)325-3407
www.gov.on.ca
8:30 - 5:00

Citizens' Inquiry Bureau provides a **bilingual information and referral service**. Services are provided by telephone, over the counter and using the feedback form on the corporate website.

DATABASES AND DIRECTORIES

Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3642
Fax (416)327-3652
www.pace.gov.on.ca
8:30 - 5:00

Databases and **Directories** collects and assembles information about the Ontario government that is provided to the public. The section administers the PACE (Public Access Corporate Enquiry) database that contains information about government personnel, offices and services for the Internet, Intranet and hard copy publication in the Government of Ontario Telephone Directory, the KWIC Index to Services and the Freedom of Information Directory of **Records**.

QUEEN'S PARK TELECONFERENCE CALL CENTRE

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)325-3400
(416)325-3400 (Teleconference Bookings/Reservations)
Fax (416)325-3396
8:00 - 6:00

This unit provides teleconference services to all Ontario Public Service employees, including ministers and deputy ministers. The section also coordinates the updating of the Ontario government listings in the blue pages of public telephone **directories**.

PUBLIC ACCESS PLANNING AND DEVELOPMENT

Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2895
Fax (416)314-3603
www.gov.on.ca
8:30 - 5:00

Public Access Planning and Development provides planning and development services for cross-government activities related to public access. The section provides policy development, new product planning, project management and manages the central Ontario Government Internet and Intranet Websites.

PUBLICATIONS ONTARIO

50 Grosvenor St
Toronto M7A 1N8
(416)326-5300 (To Order Publications by Telephone)
Toll Free 1-800-668-9938 (To Order Publications by Telephone)
TTY Toll Free 1-800-268-7095
Fax (416)326-5317
www.publications.gov.on.ca
8:30 - 5:00

Publications Ontario distributes Ontario government publications to the public, ministries and public libraries throughout the province. Over 4,000 free and priced publications, including **Hansard**, the Ontario **Gazette** and **legislation** (**bills** and **regulations** as well as other related publications), are available by personal shopping, internet, telephone and mail order. Payment by cash, money order, VISA and Mastercard or government purchase cards are available. Internet users can now also buy Ontario Government publications at any time using VISA and Mastercard through Publications Ontario on-line (POOL) service. Publications Ontario is responsible for the Corporate Government Publications Directive.

COPYRIGHT UNIT

5th Flr, 880 Bay St
Toronto M7A 1N8
(416)326-5153 (Copyright Inquiries)
Fax (416)326-4648
8:30 - 5:00

The **Copyright** Unit administers Crown copyright on behalf of the Queen's Printer for Ontario, which has sole authority to license the copying of government print or electronic material for commercial purposes by third parties. Advice is provided to ministries on transactions involving Crown copyright, both when the right to copy is being licensed and also when material such as reports or software are being created for the government under contract.

CUSTOMER SERVICE AND MARKETING UNIT - BOOKSTORE

Main Flr, 880 Bay St
Toronto M7A 1N8
(416)326-5300 (Telephone Order)
8:30 - 5:00

Customer Service and Marketing unit provides walk-in **bookstore** service, carrying a large selection of government titles. Visa and Mastercard accepted. It also provides call centre functions.

PUBLISHING SUBSCRIPTION AND INTERNET SERVICES

5th Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)326-5310 (Ontario Gazette, Hansard, Sessional Subscriptions)
Fax (416)326-8315
8:30 - 5:00

Publishing Subscription and Internet Services unit coordinates printing and publishing of Ontario Statutes and Regulations and works with government ministries and agencies to make **publications** available for general sale, managing an inventory of 10,000 titles in partnership with a private-sector warehouse. It also manages the Ontario **Gazette** and Sessional (**bills**) subscriptions, and ensures public access to government **documents** through the Depository Library system of 500+ libraries. In addition the unit develops and maintains 4 Internet services: EOCOS, a **research** and ordering site restricted to libraries; PICE, a restricted ordering site for all Government Information

Centres; Third Party Site, a restricted ordering site for Third Party Bookstores; and POOL, a public on-line commerce and information site.

PURCHASING SERVICES BRANCH

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3555 (Supplier And Broader Public Sector Information - Voice Mail Only)
Fax (416)327-3573
www.psb.gov.on.ca
8:00 - 5:00

The Purchasing Services Branch develops government procurement policy and other purchasing initiatives to support government priorities such as supplier development and interprovincial trade agreements. The branch provides strategic procurement advice and services to the Ontario government. This includes preparing and administering requests for proposals from suppliers, and negotiating contracts for goods and services commonly used throughout the government. The branch also manages the relationship with MERX, a private sector computerized on-line tendering service, which has information needed by suppliers interested in bidding on Ontario government contracts for goods valued at $25,000 and over and services valued at $100,000 and over.

CORPORATE CONTRACTING SERVICES

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-1042
Fax (416)327-3573
www.psb.gov.on.ca
8:00 - 5:00

Corporate Contracting Services provides corporate procurement services by developing and administering collective purchasing arrangements (CPAs) for commonly used goods and services, including: information and information technology; alternative service delivery consulting services; corporate procurement cards and other corporately used goods and services.

CORPORATE TRAVEL PROGRAM

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3554
Fax (416)327-3573
www.psb.gov.on.ca
8:00 - 5:00

The Corporate **Travel** Program establishes and manages corporate contracts for travel services including all ticketed transportation, accommodation, car rental requirements, corporate travel card and other travel-related requirements throughout the province. The program develops corporate travel policy and coordinates the management of corporate travel information.

TRADE AND BUSINESS DEVELOPMENT SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3474
Fax (416)327-3573
www.psb.gov.on.ca
8:00 - 5:00

The **Trade** and Business Development Section provides analysis, interpretation and advice on the implementation and administration of Ontario's corporate procurement policy and practice, as well as intergovernmental procurement agreements as they apply to both provincial procurement and procurement by the Broader Public Sector.

YEAR 2000 CORPORATE PROJECT MANAGEMENT OFFICE

4th Flr Suite 412, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)327-5744
Fax (416)327-0917
8:00 - 5:00

The Year 2000 Corporate Project Management Office at MBS is responsible for providing leadership, guidance and coordination for the government wide efforts related to the Year 2000 challenge.

PROGRAM MANAGEMENT AND ESTIMATES DIVISION

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-9406
Fax (416)325-4993
8:30 - 5:00

The Program Management and Estimates Division provides strategic advice to support the decision making of Management Board of Cabinet, which is responsible for managing the public service and ensuring cost-effective, efficient, businesslike government operations. The division supports Management Board of Cabinet by developing and managing the business planning and allocations process, including the annual and in-year allocation of operating and capital funding to programs and ministries; putting mechanisms in place to measure the government's performance and holding ministries accountable for meeting performance standards and savings targets; setting corporate management policies; providing advice to ministries on government priorities, policies and procedures; and developing and managing Management Board's administrative directives and guidelines.

BUSINESS PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2021
Fax (416)327-2136
8:30 - 5:00

The Business Planning and Expenditure Management Branch in concert with the Cabinet Office, the Ministry of Finance and others, develops the multi-year business planning and allocations process for the Government of Ontario. It is also responsible for the coordination and production

of the annual Printed Estimates. The branch is also responsible for in-year monitoring of all operating and capital expenditures, staff strength and severance costing; and for providing operational and logistical support to Management Board of Cabinet.

CORPORATE POLICY BRANCH

Frost Bldg S
2nd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2053
Fax (416)325-0438
Fax (416)327-2593
8:30 - 5:00

The Corporate Policy Branch develops corporate policies and provides strategic advice to Management Board of Cabinet (MBC) and ministries on the effective and accountable management of government resources. The Branch develops, coordinates and manages MBC directives and guidelines.

RESOURCES AND ECONOMIC DEVELOPMENT BRANCH

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2061
Fax (416)327-2186
8:30 - 5:00

The Resources and Economic Development Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from ministries with resource and economic development-related responsibilities. The branch is responsible for working with ministries in the development of ministry spending plans and advising on changes to those plans through the fiscal year.

SOCIAL AND JUSTICE BRANCH

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0168
Fax (416)327-2186
8:30 - 5:00

The Social and Justice Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from social and justice policy field ministries. The branch is also responsible for working with ministries in the development of ministry spending plans and advising on changes to those plans through the fiscal year.

OFFICIAL DOCUMENTS

George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)325-8416
Fax (416)325-8434
8:15 - 4:30

The Official **Documents** Section prepares congratulatory **scrolls** signed by the Premier for Ontario citizens celebrating 80th birthdays and over; 40th wedding anniversaries and over, at five-year

intervals. It also issues scrolls to recognize other significant accomplishments of Ontario citizens, **municipalities** and organizations. The section will verify the authenticity of **affidavit**s and **records** notarized by Ontario government officials/notary publics when, for example, proof of residency is required by foreign officials. It also provides government ministries a number of other services, such as preparing **certificates** bearing the Great Seal of Ontario and the Privy Seal of the Lieutenant-Governor, for government **appointment**s.

RECORDS CENTRE SERVICES

2nd Flr, 3215 Erindale Station Rd
Mississauga L5C 1Y5
General Inquiry (905)279-6120
Fax (905)276-1707
8:00 - 4:30

The **Records** Centre serves as custodian and provides secure storage and retrieval services for the inactive records, hard copy, computer tape and microfilm of all ministries and agencies. The centre also liaises with the Archives of Ontario to safeguard records with long-term research significance.

SURPLUS ASSETS MANAGEMENT

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)327-3446
Fax (416)325-1697
8:15 - 4:30

As a mandatory central common service, **Surplus** Assets Management is responsible for providing an efficient and effective mechanism for the redeployment or disposal of government's surplus movable assets.

COLLECTION MANAGEMENT UNIT

George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)326-0500
Toll Free 1-800-387-5604 (Within Area Codes 905, 705, 613, 519 and 416)
Fax (416)326-0526
8:30 - 5:00

Collection Management Unit manages the collection of overdue accounts receivable (**debts**) owing to the government.

GOVERNMENT MAIL AND PRINT SERVICES UNIT

Macdonald Block
Rm M2B-18, 77 Wellesley St W
Toronto M7A 1N3
(416)327-2679 (PRINT AND LETTERSHOP LINE 327-COPY)
(416)325-6245 (MAIL SERVICE LINE 325-MAIL)
Fax (416)327-2648
7:30 - 4:30

Government Mail and Print Service (GMPS) is responsible for incoming and outgoing internal mail distribution for ministries in Metro Toronto. GMPS operates a lettershop which provides mailing list management services and mass mail services including addresses, labelling, folding and

inserting. GMPS operates a printshop which services ministries located in and near the Macdonald Block with a full range of copying, binding, and subcontracting services.

GOVERNMENT TRANSLATION SERVICE UNIT

Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2711
(416)327-2723 (French Terminology Hotline)
Fax (416)327-2753
www.gov.on.ca/MBS/GTS/
8:30 - 5:00

The Government **Translation** Service (GTS) provides translation services for ministries and schedule I and IV agencies. This includes negotiating and managing contracts with suppliers, performing quality control and managing large translation projects. GTS also provides official **French** equivalents for Ontario government titles as well as other terminology and linguistic services. Its web site, ONTERM, contains over 10,000 titles in English with their French equivalents, including organizational unit names, program names and position titles.

PAYMENT PROCESSING SERVICES UNIT

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)314-3416
Fax (416)314-3411
7:00 - 5:00

Payment Processing Services processes and produces payments in the form of electronic funds transfers and printed cheques for most government programs.

RECONCILIATION SERVICES UNIT

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)314-3401
Fax (416)314-3411
7:30 - 4:00

Reconciliation Services reconciles bank accounts in the Consolidated Revenue Fund on behalf of the Ministry of Finance, and provides inquiry and follow-up bank services on cheques to all ministries.

RISK MANAGEMENT AND INSURANCE SERVICES UNIT

George Drew Bldg
1st Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)314-3445
Fax (416)314-3444
7:00 - 5:00

The Risk Management and Insurance Services unit purchases insurance for the government. It also advises all Ontario ministries and special-purpose bodies on the controlling of risks, management of losses, administrative claims and insurance coverage, excluding employee benefits.

SERVICE SYSTEMS BRANCH

George Drew Bldg
14th Flr, 25 Grosvenor St
Toronto M7A 1R1
General Inquiry (416)327-9872 (CORPAY Help Desk)
General Inquiry (416)327-9241
Fax (416)327-9254
9:00 - 5:00

The Service Systems Branch, as part of the Shared Services Bureau, currently provides three businesses to the Ontario Public Service (OPS): the corporate **payroll** services business section plans, implements, maintains and operates the corporate payroll and attendance systems for the OPS. It also provides education, user guidance and Help Desk support for these systems. Corporate Human Resources and Compensation Information Services provides to Management Board Secretariat, in its role as the employer of the OPS, corporate human resources data, information, and systems services. The third business is the controllership of the employee benefits funds, the employer contributions made to insurance carriers, **pension** boards and the federal and provincial governments for all OPS employees and retired employees of the OPS, agencies, boards and commissions. The Service Systems Branch also provides information technology support for the Shared Services Bureau.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO CASINO CORPORATION

Suite 420, 4120 Yonge St
Toronto M2P 2B8
General Inquiry (416)224-1772
Fax (416)224-7000
www.ontariocasino.ca
9:00 - 5:00

The Ontario **Casino** Corporation (OCC) is responsible for Ontario's commercial casinos (Casino Windsor, Casino Rama and Casino Niagara). It ensures that the casinos are operated efficiently, effectively and in accordance to established standards in terms of profitability, customer service and high quality products and services. With the exception of regulation, the Corporation represents the Ontario government in all matters concerning commercial casinos.

ONTARIO LOTTERY CORPORATION

Roberta Bondar Pl
Suite 800, 70 Foster Dr
Sault Ste Marie P6A 6V2
TTY 1-800-563-5357
Toll Free 1-800-387-0098 (Consumer Inquiries)
Fax (705)946-6904 (Sault Ste Marie - General)
Fax (416)224-7000 (Toronto - Chair & CEO)
8:45 - 5:00

The Ontario Lottery Corporation (OLC) is a Crown corporation established in February 1975 by Bill 191, an Act to incorporate the Ontario Lottery Corporation. As an independent crown agency, the Corporation's mandate is to develop and operate provincial government **lotteries** to raise proceeds for the benefit of the people of Ontario. The OLC was recently assigned the responsibility to operate and manage the pilot charity **casino** initiative and the racetrack slot machine program. Responsible to the Chair, Management Board of Cabinet, the Corporation is organized into five divisions. Each division reports, through the Chair and Chief Executive Officer, to a Board of

Directors, whose nine members are appointed from the private sector. Internal Audit reports directly to the Board.

ONTARIO PENSION BOARD

Suite 1100, 1 Adelaide St E
Toronto M5C 2X6
General Inquiry (416)364-8558
Toll Free 1-800-668-6203 (Province-Wide)
Fax (416)364-7578

The Ontario **Pension** Board (OPB) administers the Public Service Pension Plan (the "Plan") in accordance with the Public Service Pension Act, the Pension Benefits Act, the Income Tax Act (Canada) and other relevant legislation. The management and most of the non-Ontario Public Service Employees' Union (OPSEU) represented employees of the Ontario Public Service and its agencies, including members of the Ontario Provincial Police, are the members of the Plan. The OPB also administers, on behalf of the employers, certain insured benefit plans for its pensioners. The OPB also manages the Public Service Pension Fund and related investment processes. Ontario Public Service employees who are members of OPSEU are covered by the OPSEU Pension Plan.

ONTARIO PROVINCIAL POLICE GRIEVANCE BOARD

777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6170
Fax (705)329-6188

The Ontario Provincial Police **Grievance** Board is an ad hoc committee which deals with all employee complaints concerning working conditions and terms of employment, except those that come under the Police Act or its Code of Offences.

ONTARIO PROVINCIAL POLICE NEGOTIATING COMMITTEE

3rd Flr Rm 340, 7 Queen's Park Cres
Toronto M7A 1Z5
General Inquiry (416)325-1475
Fax (416)325-1483

The Ontario Provincial Police Negotiating Committee negotiates amendments to and renewals of agreements or deals with any matter that may be the subject of bargaining.

ONTARIO REALTY CORPORATION

Ferguson Block
11th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3937
Toll Free 1-877-863-9672
Fax (416)327-4194
www.ontariorealty.on.ca

Ontario Realty Corporation is a crown corporation reporting to the Chair of Management Board of Cabinet and is responsible for managing government accommodation, marketing surplus government **real estate** assets, managing various construction projects and providing financial leadership and controllership support. These services are delivered through the following principal businesses: strategic and portfolio management, property management, **land** marketing and property development.

OPSEU PENSION TRUST

Suite 1200, 1 Adelaide St E
Toronto M5C 3A7
General Inquiry (416)681-6161
(416)681-6100 (Pensioner Services)
Toll Free 1-800-906-7738 (Canada-Wide)
Fax (416)681-6175

The OPSEU **Pension** Trust administers the Pension Plan and manages the Fund and related investment processes, for the OPSEU member employees of the Ontario government and agencies, boards and commissions, which are participating employers. In addition, members of the Amalgamated Transit Union Local 1587, the Ontario Liquor Control Board Employees Union and the Canadian Union of Public Employees (CUPE) Local 3096 are members of the Plan, as are the employees of the OPSEU Pension Trust. The Trust also administers certain benefit plans on behalf of pensioners.

PROVINCIAL JUDGES PENSION BOARD

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-4246
Fax (416)327-8402

Provincial Judges **Pension** Board authorizes payments of benefits to provincial judges and administers the Provincial Judges Benefits Plan.

ACTS

Capital Investment Plan Act (only in respect to ORC)
County of Middlesex Act, 1979
Flag Act
Floral Emblem Act
Freedom of Information and Protection of Privacy Act
Management Board of Cabinet Act
Ministry of Government Services Act
Municipal Freedom of Information and Protection of Privacy Act
OPSEU Pension Act
Official Notices Publication Act
Ontario Casino Corporation Act, 1993
Ontario Lottery Corporation Act
Public Service Act
Public Service Pension Act
Treasury Board Act

MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

17th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7041
www.mah.gov.on.ca
8:30 - 5:00

The ministry's vision statement calls for an Ontario made up of strong communities, each with dynamic local economies and an attractive quality of life; efficient local governments that are committed to excellence, accountable to taxpayers and responsive to local needs; and a housing market that is healthy and competitive. The ministry is responsible for providing provincial leadership in defining the framework for governance, finances and management for the local government system; as well as leadership in the development and administration of the legislative and policy framework for land use planning. It is also responsible for providing the operational, policy and accountability framework for local government to fund and administer social housing; policy and program instruments to create a competitive marketplace for rental housing; and the regulatory framework for buildings.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

17th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7041 (Customer Assistance)
Fax (416)585-6227
8:30 - 5:00

Communications Branch provides advice, consultation and communication services to the Ministry of Municipal Affairs and Housing and its agencies. It coordinates and monitors the delivery of French language services for the ministry.

FREEDOM OF INFORMATION AND PRIVACY

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6474
Fax (416)585-7122
8:30 - 5:00

Freedom of Information and Privacy provides strategic coordination and advice for the Freedom of Information and Privacy Act.

Services offered to the Public:
Freedom of Information and Protection of Privacy

HUMAN RESOURCES BRANCH

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6820
Fax (416)585-7195
8:30 - 5:00

Human Resources Branch provides a full range of human resources services to the Ministry of Municipal Affairs and Housing, Ontario Housing Corporation (OHC), its agencies and the local housing authorities throughout the province, including redeployment, recruitment, organization development and design; labour relations and grievance administration; health and safety advisory services; pay/benefits services. In addition, the branch is responsible for strategic human resources planning, and policy development and analysis. The branch liaises on human resources matters with Management Board Secretariat, Ontario Public Services Employees Union (OPSEU), AMAPCEO, PEGO and CUPE.

INVESTIGATION UNIT

11th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7214
Toll Free 1-888-772-9277
Fax (416)585-6464
8:30 - 5:00

The Investigation Unit is responsible for compliance with the provisions of the Tenant Protection Act, 1997, and **prosecution** of cases where non-compliance occurs.

ONTARIO MORTGAGE CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7183
Fax (416)585-7140
8:30 - 5:00

A corporate entity reporting to the Minister of Municipal Affairs and **Housing** through a board of directors, the Ontario Mortgage Corporation is responsible for administering **mortgages** and leases made available by the Province of Ontario under various housing initiatives.

REGIONAL OFFICES

The seven Regional Offices (listed separately) are responsible for the administration of social and market housing programs across the province. The Regional Offices provide technical, financial and administrative support to 54 local housing authorities, and over 1,000 non-profit housing corporations and cooperatives. The Regional Offices ensure the province-wide administration of various social and market housing programs, including Provincial Non-Profit Housing Programs and the Rent Supplement Program.

CENTRAL ONTARIO REGION
3rd Flr, 625 Cochrane Dr
Markham L3R 9R9
General Inquiry (905)305-4000
Toll Free 1-800-881-3678
Fax (905)305-4053
8:30 - 5:00

EASTERN ONTARIO REGION (OTTAWA)
5th Flr, 1547 Merivale Rd
Nepean K2G 4V3
General Inquiry (613)225-6776
Toll Free 1-800-267-6108
Fax (613)225-6925
8:30 - 5:00

METRO REGION (TORONTO)
12th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6974
Toll Free 1-800-668-0208
Fax (416)585-6636
8:30 - 5:00

NORTHERN ONTARIO REGION (SUDBURY)
Suite 401, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0120
Toll Free 1-800-461-1190
Fax (705)564-6819
8:30 - 5:00

NORTHWESTERN ONTARIO REGION (THUNDER BAY)
Suite 223, 435 S James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1465
Toll Free 1-800-465-5015
Fax (807)473-3032
8:30 - 5:00

SOUTHERN ONTARIO REGION (HAMILTON)
Ellen Fairclough Bldg
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7500
Toll Free 1-800-263-8295
Fax (905)521-7200
8:30 - 5:00

SOUTHWESTERN ONTARIO REGION (LONDON)
11th Flr Suite 1100, 380 Wellington St
London N6A 5B5
General Inquiry (519)679-7110
Toll Free 1-800-265-4733
Fax (519)675-7674
Fax (519)675-7707
8:00 - 5:00

PROVINCIAL-MUNICIPAL RELATIONS DIVISION

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6778
Fax (416)585-6467
8:30 - 5:00

The branches within the Provincial - Municipal Operations Division provide a full range of services to support local government, including educational and advisory services, land use planning, financial and operational services, municipal restructuring, transfer payment program, facilitation and support to municipal affairs agencies. Service is provided through head office branches and a network of five municipal services offices.

HOUSING DEVELOPMENT AND BUILDINGS BRANCH

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6666
Fax (416)585-7455
Fax (416)585-7531
obc.mmah.gov.on.ca
8:30 - 5:00

The **Housing** Development and **Buildings** Branch is responsible for the regulatory framework for the **construction** of buildings under the Ontario Building Code and for the maintenance of existing buildings through **municipal** property **standards**. The branch develops and contributes to provincial policy with respect to the regulatory framework for the development of housing.

Services offered to the Public:
Building Regulation

MAINTENANCE AND STANDARDS UNIT

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7405
Toll Free 1-800-387-4451
Fax (416)585-6355
8:30 - 5:00

The Maintenance and **Standards** Unit is responsible for the administration of the Provincial Maintenance Standards under the Tenant Protection Act, 1997. The unit responds to tenant **complaints** about **health**, **safety** and maintenance problems in their rental properties. **Tenants** may contact the unit to request an **inspection** of their rental property. Work orders are issued to landlords listing the repair work required. The unit provides municipal staff with information on the adoption and enforcement of local property standards by-laws, and on maintenance provisions in the Tenant Protection Act.

Services offered to the Public:
Inspection of residential rental properties

MUNICIPAL SERVICES OFFICES

The Municipal Services Offices (MSOs) of the Provincial Municipal Relations Division are directly responsible for the delivery of ministry services to support strong local governments that can effectively manage their financial and administrative activities. The MSO's also manage the local delivery of municipal reform initiatives. The MSO's respond and anticipate municipal issues and trends of provincial interest, communicating key ministry and government priorities and helping local governments capitalize on new and innovative approaches to municipal management and administration.

CENTRAL MUNICIPAL SERVICES OFFICE
11th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6226
Toll Free 1-800-668-0230 (Durham, York, Peel, Halton, Simcoe, Muskoka, Dufferin, Niagara, Hamilton-Wentworth, Toronto)
Fax (416)585-6882
8:30 - 5:00

EASTERN MUNICIPAL SERVICES OFFICE
Rockwood House
8 Estate Lane
Kingston K7M 9A8
General Inquiry (613)548-4304x10
Toll Free 1-800-267-9438 (Frontenac; Haliburton; Hastings; Lanark; Leeds & Grenville; Lennox & Addington; Northumberland; Ottawa-Carleton; Peterborough; Prescott/Russell; Prince Edward; Renfrew; Stormont, Dundas & Glengarry; Victoria)
Fax (613)548-6822
8:30 - 5:00

NORTHEASTERN MUNICIPAL SERVICES OFFICE
Suite 401, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0120
Toll Free 1-800-461-1193 (Cochrane, Algoma, Manitoulin, Region of Sudbury,Sudbury, Parry Sound, Nipissing, Timiskaming)
Fax (705)564-6863
8:30 - 5:00

NORTHWESTERN MUNICIPAL SERVICES OFFICE
Suite 223, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1651
Toll Free 1-800-465-5027 (Thunder Bay, Kenora, Rainy River)
Fax (807)475-1196
8:30 - 5:00

SOUTHWESTERN MUNICIPAL
SERVICES OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4020
Toll Free 1-800-265-4736 (Essex, Grey, Haldimand-Norfolk, Huron, Chatham-Kent, Lambton, Elgin, Middlesex, Oxford, Perth, Waterloo, Brant, Bruce, Wellington)
Fax (519)873-4018
8:30 - 5:00

MUNICIPAL SUPPORT SERVICES BRANCH

11th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
Fax (416)585-7292
8:30 - 5:00

The Municipal Support Services Branch (MSSB) provides value-added service to municipalities through a strong network of Municipal Services Offices that respond to and anticipate issues, deliver key ministry and government priorities and help local government capitalize on new and innovative approaches to municipal management and administration. The Branch also administers five types of transfer payment programs - infrastructure (Canada-Ontario Infrastructure Works), disaster relief (Ontario Disaster Relief Assistance Program), emergency assistance (Emergency Assistance Fund), restructuring (Municipal Restructuring Fund) as well as Payments in Lieu of Taxes, Tenant Taxes and Conservation Lands programs.

Services offered to the Public:
Canada/Ontario Infrastructure Works Program
Municipal Restructuring
Ontario Disaster Relief Assistance Program
Shoreline Property Assistance Program

PROVINCIAL-MUNICIPAL EDUCATION AND TRAINING SECRETARIAT

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6021
Fax (416)585-6222
8:30 - 5:00

The role of the Provincial-Municipal Education and Training Secretariat is to facilitate a smooth transfer of services and responsibility to the municipal sector by identifying education and training needs and finding ways to meet these needs by coordinating or providing education, training and supports/tools to municipal staff and officials, provincial staff, related associations, agencies and other stakeholders involved in services realignment initiatives. The Secretariat is advised by two provincial-municipal committees. The Secretariat's mandate sunsets at the end of March, 2000.

PROVINCIAL PLANNING AND ENVIRONMENTAL SERVICES BRANCH

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6014
Toll Free 1-800-935-0696
Fax (416)585-6870
Fax (416)585-4245
Fax (416)585-4006

The Provincial Planning and Environmental Services Branch provides leadership in land use planning through the development of policy and legislation, including the Planning Act, for the improvement of Ontario's planning system. It articulates matters of provincial interest, through the Provincial Policy Statement, development plans and area specific policy statements, as required. The branch fosters excellence in planning through the identification and promotion of new planning practices.

PROVINCIAL PLANNING SERVICES

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6014
Toll Free 1-800-935-0696
Fax (416)585-4245
Fax (416)585-4006
8:30 - 5:00

The Provincial Planning Services office administers the legislative and policy framework for the provincial **land use planning** system, under the Planning Act and the Ontario Planning and Development Act. It ensures protection of provincial interests by providing a single access point for provincial review and approval of planning applications. It monitors **municipal** planning documents; launches appeals on behalf of the province; provides planning advice and services to ministries; and develops and delivers education, training and marketing programs with partner ministries, municipalities, planning boards, associations and stakeholder groups.

Services offered to the Public:
Land Use Planning Approvals
Land Use Planning Education, Training and Communications
One Window Plan Input, Review and Appeals

AGENCIES, BOARDS AND COMMISSIONS

BUILDING CODE COMMISSION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-4243
Fax (416)585-7531
obc.mmah.gov.on.ca
8:30 - 5:00

The **Building Code** Commission resolves disputes regarding the technical requirements of the Ontario Building Code.

Services offered to the Public:
Building Code Commission

BUILDING MATERIALS EVALUATION COMMISSION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-4234
Fax (416)585-7531
obc.mmah.gov.on.ca
8:30 - 5:00

The Building Materials Evaluation Commission examines, **researches** and authorizes materials, techniques and building design, where no criteria are set out in the Ontario **Building Code**. Typically, this involves the consideration of applications requesting authorization of any innovative material, system or building design in respect of any building or part thereof.

Services offered to the Public:
Authorization of Innovative Materials, Systems, Building Design

ONTARIO HOUSING CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7485
Fax (416)585-7617
www.mah.gov.on.ca/business/ohc/ohc_ohc.h
8:30 - 5:00

Ontario Housing Corporation (OHC) provides and manages public-assisted rental housing units. OHC's local housing authorities, located throughout the province, administer rent-geared-to-income units in various municipalities. OHC units accommodate families, senior citizens, disabled people, single persons and childless couples. All Local Housing Authorities use a priority system to rank applications according to the degree of need. The rent is calculated on a scale that is geared to gross household income. Victims of abuse are eligible for special priority. Contact the Local Housing Authority in your area of the province to apply for accommodation. The Ontario Housing Corporation (OHC) is a landlord responsible for providing homes to more than 225,000 people in the Province of Ontario. OHC's local housing authorities manage some 100,000 family and senior citizen rental units and 84,000 social housing units throughout the province within the guidelines.

LOCAL HOUSING AUTHORITIES

The Local **Housing** Authorities (LHAs) administer rent-geared-to-income (RGI) housing units on behalf of Ontario Housing Corporation (OHC), in various municipalities across the province. These units accommodate families, **senior citizens**, people with **disabilities**, single persons and childless couples. The LHAs use a chronological system to rank applications. **Victim**s of **abuse** are eligible for special priority. Contact the Local Housing Authority in your area to apply for **accommodation**.

Services offered to the Public:
Public Housing
Rent Supplement

ALGOMA DISTRICT HOUSING AUTHORITY (SAULT STE MARIE)
464 Albert St E
PO Box 445
Sault Ste Marie P6A 5M1
General Inquiry (705)946-2077
Fax (705)946-5628
8:30 - 4:45

ARNPRIOR HOUSING AUTHORITY (ARNPRIOR)
8 McGonigal St W
Arnprior K7S 1L8
General Inquiry (613)623-7951
Fax (613)623-8403
8:45 - 4:45

BRANT AND BRANTFORD HOUSING AUTHORITY (BRANTFORD)
Colborne Court
Suite 201, 233 Colborne St
Brantford N3T 2H4
General Inquiry (519)759-6100
Fax (519)759-1932
8:30 - 4:30

BRUCE COUNTY HOUSING AUTHORITY (KINCARDINE)
Forbes Lambton Court
325 Lambton St
PO Box 1450
Kincardine N2Z 2Z4
General Inquiry (519)396-3439
Fax (519)396-3499
8:30 - 4:45

CORNWALL AND AREA HOUSING AUTHORITY (CORNWALL)
Unit 11, 1916 Pitt St
Cornwall K6J 5H3
General Inquiry (613)938-7717
(613)938-3307 (Maintenance Department)
Fax (613)938-6280
8:00 - 4:00

DUFFERIN COUNTY HOUSING AUTHORITY (ORANGEVILLE)
Suite 9, 15 Brenda Blvd
Orangeville L9W 3L3
General Inquiry (519)941-8221
Fax (519)941-9444
8:30 - 4:30

DURHAM REGIONAL HOUSING AUTHORITY (OSHAWA)
Rundle Tower
4th Flr, 50 Centre St S
Oshawa L1H 3Z7
General Inquiry (905)434-5011
Fax (905)433-5672
8:30 - 4:45

EAST KENORA DISTRICT HOUSING AUTHORITY (DRYDEN)
61 King St
Dryden P8N 1B7
General Inquiry (807)223-3087
Fax (807)223-3397
8:00 - 4:00

ELGIN AND ST THOMAS HOUSING AUTHORITY (ST THOMAS)
34 Churchill Cres
St Thomas N5R 1N9
General Inquiry (519)631-4580
Fax (519)633-8035

ESSEX COUNTY HOUSING AUTHORITY (ESSEX)
15C Talbot St N
Essex N8M 1A5
General Inquiry (519)776-4631
Toll Free 1-800-265-6947
Fax (519)776-5510
8:30 - 4:45

GRENVILLE AND PRESCOTT HOUSING AUTHORITY (PRESCOTT)
Federal Bldg
292 Centre St
PO Box 1299
Prescott K0E 1T0
General Inquiry (613)925-5906
Fax (613)925-5646
8:30 - 4:30

GREY COUNTY AND OWEN SOUND HOUSING AUTHORITY (OWEN SOUND)
595 9th Ave E
Owen Sound N4K 3E3
General Inquiry (519)376-5744
Fax (519)376-0445
8:30 - 4:30

HALDIMAND - NORFOLK REGIONAL HOUSING AUTHORITY (SIMCOE)
100 Colborne St N
Simcoe N3Y 3V1
General Inquiry (519)426-7792
Fax (519)426-7630
8:30 - 4:45

HALTON HOUSING AUTHORITY (OAKVILLE)
4th Flr Suite 405, 700 Dorval Dr
Oakville L6K 3V3
General Inquiry (905)849-8383
Fax (905)849-3568
8:30 - 4:30

HAMILTON - WENTWORTH HOUSING AUTHORITY (HAMILTON)
55 Hess St S
PO Box 2500
Hamilton L8N 4E5
General Inquiry (905)521-7399
Fax (905)521-7713
8:30 - 4:30

HASTINGS AND PRINCE EDWARD HOUSING AUTHORITY (BELLEVILLE)
235 Pinnacle St
PO Box 4400
Belleville K8N 3A9
General Inquiry (613)968-3465
Fax (613)968-3197
8:30 - 4:30

HURON COUNTY HOUSING AUTHORITY (GODERICH)
44 East St
Goderich N7A 1N3
General Inquiry (519)524-2637
Fax (519)524-6282
8:30 - 4:30

KENT AND CHATHAM HOUSING AUTHORITY (CHATHAM)
30 Raleigh St
PO Box 1296
Chatham N7M 5R9
General Inquiry (519)354-9592
Fax (519)354-2974
8:30 - 4:30

KINGSTON AND FRONTENAC HOUSING AUTHORITY (KINGSTON)
City Place
Suite 100, 471 Counter St
Kingston K7M 3L5
General Inquiry (613)546-5591
Fax (613)546-9375
8:30 - 4:30

LANARK COUNTY AND SMITHS FALLS HOUSING AUTHORITY (SMITHS FALLS)
218 Percy St
Smiths Falls K7A 4W7
General Inquiry (613)283-2555
Fax (613)283-5420
8:30 - 4:30

LEEDS AND BROCKVILLE HOUSING AUTHORITY (BROCKVILLE)
Suite 206, 51 King St E
Brockville K6V 1A8
General Inquiry (613)342-2341
Fax (613)342-2249
8:00 - 4:30

LENNOX AND ADDINGTON COUNTY HOUSING AUTHORITY (NAPANEE)
13 Market Square
Napanee K7R 1J4
General Inquiry (613)354-5695
Fax (613)354-5981

LONDON AND MIDDLESEX HOUSING AUTHORITY (LONDON)
2nd Flr, 171 Queens Ave
London N6A 5J7
General Inquiry (519)434-2765
Fax (519)679-7000
8:30 - 4:30

MANITOULIN AND ESPANOLA AREA HOUSING AUTHORITY (LITTLE CURRENT)
13 Worthington St
PO Box 638
Little Current P0P 1K0
General Inquiry (705)368-3400
Toll Free 1-800-847-6342
Fax (705)368-2436

MUSKOKA DISTRICT HOUSING AUTHORITY (BRACEBRIDGE)
Suite 1, 280 Manitoba St
Bracebridge P1L 1S5
General Inquiry (705)645-9261
Fax (705)645-7782
8:30 - 4:45

NIAGARA HOUSING AUTHORITY (ST CATHARINES)
Suite 501, 55 King St
PO Box 1207
St Catharines L2R 7A7
General Inquiry (905)682-9201
Toll Free 1-800-232-3292
Fax (905)687-4844
8:30 - 4:45

ST CATHARINES
479D Carlton St
St Catharines L2M 4Y6
General Inquiry (905)935-7645
Toll Free 1-800-391-4644
Fax (905)935-0476
8:30 - 4:45

NIPISSING AND PARRY SOUND DISTRICTS HOUSING AUTHORITY (NORTH BAY)
Suite 500, 222 McIntyre St W
PO Box 480
North Bay P1B 8J1
General Inquiry (705)472-2441
Fax (705)472-4171
9:00 - 4:00

NORTH COCHRANE DISTRICT HOUSING AUTHORITY (KAPUSKASING)
Model City Mall
25 Brunetville Rd
Kapuskasing P5N 2E9
General Inquiry (705)335-6179
Fax (705)335-8673
8:30 - 4:00

NORTH SIMCOE AND ORILLIA HOUSING AUTHORITY (MIDLAND)
478 Bay St
PO Box 608
Midland L4R 4L3
General Inquiry (705)526-4225
Fax (705)526-5617
8:30 - 4:30

NORTH WATERLOO HOUSING AUTHORITY (KITCHENER)
Suite 202, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)893-6080
Fax (519)893-8447
8:30 - 4:45

NORTHUMBERLAND COUNTY HOUSING AUTHORITY (COBOURG)
200 Division St
PO Box 969
Cobourg K9A 4W4
General Inquiry (905)372-0151
Fax (905)372-5988
8:30 - 4:45

OTTAWA-CARLETON HOUSING (OTTAWA)
2197 Riverside Dr
Ottawa K1H 1A9
General Inquiry (613)731-7223
(613)731-3272 (Automated Line)
Fax (613)731-4463
8:30 - 4:45

CENTRAL DISTRICT
1485 Caldwell Ave
Ottawa K1Z 8M1
General Inquiry (613)729-3136
(613)729-3570 (Automated Line)
Fax (613)729-5623

EAST DISTRICT
380 Murray St
Ottawa K1N 8W1
General Inquiry (613)789-4305
(613)789-3570 (Automated Line)
Fax (613)789-3571

WEST DISTRICT
1065 Ramsey Cres
Ottawa K2B 8A1
General Inquiry (613)829-9354
(613)829-9432 (Automated Line)
Fax (613)829-1583

OXFORD COUNTY HOUSING AUTHORITY (WOODSTOCK)
Unit 2, 65 Springbank Ave N
Woodstock N4S 8V8
General Inquiry (519)539-4829
Fax (519)539-0037
8:30 - 4:30

PEEL REGIONAL HOUSING AUTHORITY (MISSISSAUGA)
Suite 114, 755 Queensway E
Mississauga L4Y 4C5
General Inquiry (905)279-7792
Fax (905)279-7863
8:30 - 4:30

PERTH AND STRATFORD HOUSING AUTHORITY (STRATFORD)
Queensland Ctr
30 Queensland Rd
Stratford N4Z 1L8
General Inquiry (519)271-5393
Fax (519)273-7191
8:30 - 4:45

PETERBOROUGH HOUSING AUTHORITY (PETERBOROUGH)
Time Square
Suite 100, 380 Armour Rd
Peterborough K9H 7L7
General Inquiry (705)742-0439
Fax (705)742-1404
8:30 - 4:30

PRESCOTT AND RUSSELL HOUSING AUTHORITY (HAWKESBURY)
880 James St
Hawkesbury K6A 2W8
General Inquiry (613)632-8501
Fax (613)632-8079
8:00 - 4:30

RAINY RIVER DISTRICT HOUSING AUTHORITY (FORT FRANCES)
414 Scott St
Fort Frances P9A 1H2
General Inquiry (807)274-7704
(807)274-5912 (Maintenance)
Fax (807)274-2400
8:00 - 4:15

RENFREW COUNTY AND PEMBROKE HOUSING AUTHORITY (PEMBROKE)
169 Lake St
Pembroke K8A 5L8
General Inquiry (613)735-0782
Fax (613)735-0308
8:30 - 4:30

RENFREW HOUSING AUTHORITY (RENFREW)
Suite 5, 39 Renfrew Ave W
Renfrew K7V 2Y2
General Inquiry (613)432-3679
Fax (613)432-9402
8:30 - 4:45

SARNIA AND LAMBTON HOUSING AUTHORITY (SARNIA)
College Park Plaza
1000 Finch Dr
Sarnia N7S 6G5
General Inquiry (519)383-6100
Fax (519)383-0085
8:30 - 4:45

SOUTH COCHRANE DISTRICT HOUSING AUTHORITY (IROQUOIS FALLS)
69 Main St
PO Box 1028
Iroquois Falls P0K 1G0
General Inquiry (705)232-4095
Fax (705)232-5471
8:30 - 4:45

SOUTH SIMCOE AND BARRIE HOUSING AUTHORITY (BARRIE)
Unit 18, 15 Cedar Pointe Dr
Barrie L4N 5R7
General Inquiry (705)725-7215
Fax (705)725-7220
8:30 - 4:30

SOUTH WATERLOO HOUSING AUTHORITY (CAMBRIDGE)
Main Flr, 152 Main St
Cambridge N1R 6R1
General Inquiry (519)623-2686
Fax (519)740-5957
8:30 - 4:30

SUDBURY DISTRICT HOUSING AUTHORITY (SUDBURY)
Suite 401, 10 Elm St
PO Box 430
Sudbury P3E 4P6
PO Box 670, Postal Station "B"
Sudbury P3E 4R6
General Inquiry (705)674-8323
Fax (705)564-4453
8:30 - 4:45

THUNDER BAY DISTRICT HOUSING AUTHORITY (THUNDER BAY)
1201 Amber Dr
Thunder Bay P7B 6M4
General Inquiry (807)344-8485
Fax (807)344-3130
8:45 - 4:45

TIMISKAMING DISTRICT HOUSING AUTHORITY (ENGLEHART)
65 Sixth Ave
PO Box 907
Englehart P0J 1H0
General Inquiry (705)563-2062 (New Liskeard Area)
General Inquiry (705)567-3908 (Kirkland Lake Area)
General Inquiry (705)544-2334 (Englehart)
Toll Free 1-800-661-1338 (Elk Lake & Larder Lake Area)
Fax (705)544-8758
8:15 - 4:30

TIMMINS HOUSING AUTHORITY (TIMMINS)
124 Third Ave
Timmins P4N 1C5
General Inquiry (705)264-5274
Fax (705)360-2008
8:30 - 4:30

MOOSONEE (SUB OFFICE)
19 First St
Moosonee P0M 1Y0
Fax (705)336-2782

VICTORIA-HALIBURTON HOUSING AUTHORITY (LINDSAY)
28 Francis St
Lindsay K9V 6H7
General Inquiry (705)324-6401
Toll Free 1-800-463-4120
Fax (705)324-5780
8:30 - 4:45

WELLINGTON AND GUELPH HOUSING AUTHORITY (GUELPH)
Unit 7, 292 Speedvale Ave W
Guelph N1H 1C4
General Inquiry (519)824-7822
(519)824-1960 (Maintenance)
Fax (519)837-6349
8:30 - 4:30

WEST KENORA DISTRICT HOUSING AUTHORITY (KENORA)
Bannister Ctr
2nd Flr, 301 First Ave S
Kenora P9N 1W2
General Inquiry (807)468-2825
Fax (807)468-2828
8:30 - 4:30

WINDSOR HOUSING AUTHORITY (WINDSOR)
945 McDougall St
PO Box 1330
Windsor N9A 1L9
General Inquiry (519)254-1681
Fax (519)254-3130
8:30 - 4:00

YORK REGIONAL HOUSING AUTHORITY (AURORA)
Suite 3A, 15150 Yonge St
Aurora L4G 1M2
General Inquiry (905)727-1354
Fax (905)727-6516
8:30 - 4:45

METROPOLITAN TORONTO HOUSING AUTHORITY (TORONTO)

8th Flr, 365 Bloor St E
Toronto M4W 3L4
General Inquiry (416)969-6000
(416)789-7901 (Maintenance)
(416)921-2323 (Security Dispatch - 24 Hrs)
Fax (416)969-6315

As one of 54 housing authorities operating under the guidelines of the Ontario Housing Corporation, the Metropolitan Toronto Housing Authority administers approximately 29,000 rent-geared-to-income housing units through 40 community offices. Staff work with residents, service providers, and the broader community to provide safe, decent housing.

Services offered to the Public:
Public Housing
Rent Supplement

COMMUNITY AND TENANT SERVICES BRANCH
7th Flr, 365 Bloor St E
Toronto M4W 3L4
(416)392-6111 (Housing Registry: Housing Applications)
Fax (416)969-6007
8:30 - 4:45

SOUTH OFFICE
7th Flr, 365 Bloor St E
Toronto M4W 3L4
General Inquiry (416)392-9260
Fax (416)392-9275

WEST OFFICE
Unit 6, 1901 Weston Rd
Weston M9N 3P1
General Inquiry (416)397-5440
Fax (416)392-9825

ONTARIO MUNICIPAL BOARD AND BOARD OF NEGOTIATION

15th Flr, 655 Bay St
Toronto M5G 1E5
General Inquiry (416)326-6800
Fax (416)326-5370
www.omb.on.ca
8:30 - 4:30

The Ontario **Municipal** Board (OMB) is an independent, quasi-judicial administrative tribunal. Its principal responsibility is to hold public **hearings** or otherwise resolve **appeals** from decisions made by Ontario municipalities and other decision-makers, and to provide a decision. Most applications and appeals to the Board involve disputes over **land use planning**, but a significant number also deal with **land compensation**, development charges, ward boundaries and **aggregate** resources. The Board is affected by approximately 100 public statutes and more than 400 private statutes, including the Planning Act, the **Expropriations** Act and the Local Improvement Act. The Board of Negotiation acts as a mediator in negotiating a settlement when **real property** is expropriated and no agreement is reached on compensation. The property owner or the expropriating authority can request the services of the board.

Services offered to the Public:
Ontario Municipal Board
Ontario Municipal Board Information Office

ADMINISTRATION

15th Flr, 655 Bay St
Toronto M5G 1E5
(416)326-6800 (Information Office)
Fax (416)326-5370
www.omb.on.ca

The Board's Information Office provides information to the public on matters before the Ontario **Municipal** Board such as date and location of scheduled hearings, how appeals are launched and procedure at hearings. On request, the Board provides summons to witness forms (subpoenas) and **certification** of Board **documents**. Clients can request to view an OMB file(s) and a photocopy machine is available at a nominal charge.

Services offered to the Public:
Information Office
Ontario Municipal Board

ONTARIO RENTAL HOUSING TRIBUNAL

12th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7295
Toll Free 1-888-332-3234 (Public Information)
Fax (416)585-6363
www.orht.gov.on.ca
8:30 - 4:30

The Ontario Rental **Housing** Tribunal is an independent agency which is responsible for resolving applications filed under the Tenant Protection Act. 20 offices across the province provide information about the Act, the tribunal's procedures and **landlord and tenant** matters. We also distribute forms and information brochures and conduct **hearings** to **adjudicate** landlord-tenant disputes.

Services offered to the Public:
Adjudication of Landlord/Tenant Applications
Landlord/Tenant Application Processing
Mediation

RENT CONTROL TRANSITION UNIT

12th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6283
Toll Free 1-888-337-6633
Fax (416)585-6363
8:30 - 4:30

The Rent Control Transition Unit is responsible for completing the remaining applications for rent matters filed before June 17, 1998 under the Rent Control Act. On June 17, 1998 the Rent Control Act and the **Landlord and Tenant** Act were replaced by the Tenant Protection Act, which is administered by the Ontario Rental **Housing** Tribunal.

TRIBUNAL OFFICES

CENTRAL ONTARIO DISTRICT OFFICE
Suite 550, 4 Robert Speck Pkwy
Mississauga L4Z 1S1
General Inquiry 1-888-332-3234
Fax (905)279-7286

BARRIE CLIENT SERVICE OFFICE
Suite 403, 85 Bayfield St
Barrie L4M 3A7
General Inquiry 1-888-332-3234
Fax (705)739-6630

EASTERN DISTRICT OFFICE
4th Flr, 255 Albert St
Ottawa K1P 6A9
General Inquiry 1-888-332-3234
Fax (613)787-4024

KINGSTON CLIENT SERVICE OFFICE
The Ontario Government Ctr, Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry 1-888-332-3234
Fax (613)536-7220

PETERBOROUGH CLIENT SERVICE OFFICE
Suite S209, 300 Water St
Peterborough K9J 3C7
General Inquiry 1-888-332-3234
Fax (705)755-3011

NORTHERN DISTRICT OFFICE
Suite 1003, 199 Larch St
Sudbury P3E 5P9
General Inquiry 1-888-332-3234
Fax (705)564-4118

NORTH BAY CLIENT SERVICE OFFICE
Suite 105, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry 1-888-332-3234
Fax (705)497-5544

THUNDER BAY CLIENT SERVICE OFFICE
Suite 223, 435 James St S
Thunder Bay P7E 6S7
General Inquiry 1-888-332-3234
Fax (807)473-3077

TIMMINS CLIENT SERVICE OFFICE
The Ontario Government Complex E Wing
Hwy 101 E
Bag No 4010
South Porcupine P0N 1H0
General Inquiry 1-888-332-3234
Fax (705)235-1575

SOUTHERN DISTRICT OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry 1-888-332-3234
Fax (905)521-7870

ST CATHARINES CLIENT SERVICE OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry 1-888-332-3234
Fax (905)704-3969

SOUTHWESTERN DISTRICT OFFICE
2nd Flr, 150 Dufferin Ave
London N6A 5N6
General Inquiry 1-888-332-3234
Fax (519)679-7290

KITCHENER CLIENT SERVICE OFFICE
Suite 401, 30 Duke St W
Kitchener N2H 3W5
General Inquiry 1-888-332-3234
Fax (519)571-5057

OWEN SOUND CLIENT SERVICE OFFICE
1450 Seventh Ave E
Owen Sound N4K 2Z1
General Inquiry 1-888-332-3234
Fax (519)376-7956

WINDSOR CLIENT SERVICE OFFICE
6th Flr, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry 1-888-332-3234
Fax (519)973-1421

TORONTO EAST/DURHAM DISTRICT OFFICE
Unit 2, 2275 Midland Ave
Toronto M1P 3E7
General Inquiry 1-888-332-3234
Fax (416)314-8649

DURHAM CLIENT SERVICE OFFICE
1916 Dundas St E
Whitby L1N 9J4
General Inquiry 1-888-332-3234
Fax (905)433-5138

TORONTO NORTH DISTRICT OFFICE
Suite 402, 47 Sheppard Ave E
Toronto M2N 5X5
General Inquiry 1-888-332-3234
Fax (416)314-9567

TORONTO SOUTH DISTRICT OFFICE
8th Flr, 56 Wellesley St W
Toronto M7A 2J9
General Inquiry 1-888-332-3234
Fax (416)326-9838

TORONTO WEST CLIENT SERVICE OFFICE
Suite 200, 5464 Dundas St W
Toronto M9B 1B4
General Inquiry 1-888-332-3234
Fax (416)314-0797

ACTS

Barrie-Innisfil Annexation Act, 1981
Barrie-Vespra Annexation Act, 1984
Brantford-Brant Annexation Act, 1980
Building Code Act, 1992
City of Cornwall Annexation Act, 1974
City of Gloucester Act, 1980
City of Hamilton Act, 1975
City of Hazeldean-March Act, 1978
City of London Act, 1990
City of Nepean Act, 1978
City of Ottawa Road Closing & Conveyance Validation Act, 1981
City of Port Colborne Act, 1974
City of Sudbury Hydro-Electric Service Act, 1980
City of Thorold Act, 1975
City of Thunder Bay Act, 1968-69
City of Timmins-Porcupine Act, 1972
City of Toronto Act, 1997 (No. 2)
Commercial Tenancies Act
Community Economic Development Act, 1993
County of Haliburton Act, 1982
County of Oxford Act
County of Simcoe Act, 1993
Development Charges Act, 1997
District Municipality of Muskoka Act
District of Parry Sound Local Government Act, 1979
Elderly Persons' Housing Aid Act
Geographic Township of Hansen Act, 1986
Housing Development Act
Land Lease Statute Law Amendment Act, 1994
Line Fences Act
Local Government Disclosure of Interest Act, 1994
Local Improvement Act
London Middlesex Act, 1992
Ministry of Municipal Affairs and Housing Act
Moosonee Development Area Board Act
Municipal Act
Municipal Affairs Act
Municipal Arbitrations Act
Municipal Boundary Negotiations Act
Municipal Conflict of Interest Act
Municipal Corporations Quieting Orders Act
Municipal Elderly Residents' Assistance Act
Municipal Elections Act, 1996
Municipal Extra-Territorial Tax Act
Municipal Franchises Act
Municipal Interest and Discount Rates Act
Municipal Subsidies Adjustment Repeal Act, 1976
Municipal Tax Assistance Act
Municipal Tax Sales Act
Municipal Unemployment Relief Act
Municipal Works Assistance Act
Municipal and School Tax Credit Assistance Act
Municipality of Metropolitan Toronto Act

Municipality of Shuniah Act, 1936
North Pickering Development Corporation Act, 1974
Ontario Housing Corporation Act
Ontario Municipal Board Act
Ontario Municipal Employees Retirement System Act
Ontario Municipal Supports Grants Act
Ontario Planning and Development Act, 1994
Ottawa-Carleton Amalgamations and Elections Act, 1973
Planning Act
Police Village of St. George Act, 1980
Public Parks Act
Public Utilities Act
Public Utilities Corporations Act
Regional Municipalities Act
Regional Municipality of Durham Act
Regional Municipality of Haldimand-Norfolk Act
Regional Municipality of Halton Act
Regional Municipality of Hamilton-Wentworth Act
Regional Municipality of Niagara Act
Regional Municipality of Ottawa-Carleton Act
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980
Regional Municipality of Peel Act
Regional Municipality of Sudbury Act
Regional Municipality of Waterloo Act
Regional Municipality of York Act
Rent Control Act, 1992
Rental Housing Protection Act
Residential Rent Regulations Act
Residents' Rights Act, 1994
Road Access Act
Roads and Fences Act
Rural Housing Assistance Act
Sarnia-Lambton Act, 1989
Shoreline Property Assistance Act
Social Housing Funding Act, 1997
Statute Labour Act
Tax Sales Confirmation Act, 1974
Tenant Protection Act, 1997
Territorial Division Act
Tom Longboat Act, 1980
Toronto District Heating Corporation Act, 1980
Toronto Islands Residential Community Stewardship Act, 1993
Town of Wasaga Beach Act, 1973
Township of North Plantagenet Act, 1976
Township of South Dumfries Act, 1989
Waterfront Regeneration Trust Agency Act, 1992
Wharfs and Harbours Act

MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

ONTARIO NATIVE AFFAIRS SECRETARIAT

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Ontario **Native** Affairs Secretariat supports the Minister Responsible for Native Affairs. The Secretariat provides corporate **Aboriginal** Affairs coordination, negotiates and settles **land claims**, represents Ontario in federally led Aboriginal self-government negotiations, coordinates the Building Aboriginal Economies strategy and manages the Working Partnerships program.

ACTS

Indian Lands Act, 1924
Indian Lands Agreement Confirmation Act, 1989
Manitoulin, Barrie and Cockburn Islands Land Act, 1990

MINISTRY OF NATURAL RESOURCES

Whitney Block
6th Flr Rm 6630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2301
www.mnr.gov.on.ca

The purpose of the Ministry of Natural Resources is to provide opportunities for resource development and outdoor recreation for the continuous economic and social benefit of the people of Ontario; and to administer, protect and conserve public lands and waters. The ministry's programs are concerned with the use of the physical resources of land, water, trees, fish, animals and certain minerals for resource utilization and recreation.

DEPUTY MINISTER'S OFFICE

MINING AND LANDS COMMISSIONER

24th Flr, 700 Bay St
PO Box 330
Toronto M5G 1Z6
General Inquiry (416)314-2320
Fax (416)314-2327

The Office of the **Mining** and Lands Commissioner is an independent administrative tribunal responsible for hearing and deciding **appeal**s under legislation administered by the Ministries of Natural Resources and Northern Development and Mines, including the Mining Act, the **Conservation** Authorities Act, the **Aggregate** Resources Act and others.

CORPORATE SERVICES DIVISION

Whitney Block
6th Flr Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1900
Fax (416)314-1901
8:30 - 4:30

The role of the Corporate Services Division is to enhance ministry program delivery by providing leadership, strategic advice and responsive result oriented services to clients. This is accomplished by: giving timely, appropriate and cost effective business planning, financial, administrative, legal, human resource management, and audit and evaluation services; developing policy and giving advice on standards and guidelines, planning and management; and being the primary liaison with the central agencies of government for corporate policy and priorities and the functions associated with the Chief Administrative Officer.

COMMUNICATIONS SERVICES BRANCH

Whitney Block
Rm 3440, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2101
Fax (416)314-2102
8:30 - 4:30

Communications Services Branch maintains records of the Ministry of Natural Resources news releases, speeches, factsheets and other publications, displays and audio-visual products produced by the branch. Mailing lists and fax numbers are also maintained to facilitate distribution. Films, video tapes, still photos and portable displays are maintained primarily for Ministry of Natural Resources use. Publications and video-cassettes are available to the public through the Natural Resource Information Centres in Toronto, Peterborough and through some local ministry offices.

CORPORATE BUSINESS SERVICES BRANCH

North Tower
3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1855
Fax (705)755-2508
8:30 - 4:30

The Corporate Business Services Branch is responsible for corporate financial administration and management support services, including accountable advance services, accounts payable, receivable (revenue), and divisional financial and program advice and analysis. The revenue function includes the control of collateral securities, records and reports on revenue from timber operations, sales and leases of Crown land, mining, aggregate, pits and quarries, provincial parks operations, fish and wildlife licences and sundry other cash receipts. The branch also provides corporate purchasing services, corporate capital asset and facilities management, and central supply and distribution.

CORPORATE PLANNING AND FINANCIAL MANAGEMENT BRANCH

Whitney Block
Rm 5520, 99 Wellesley St W
Toronto M7A 1W3
Fax (416)314-1948

Corporate Planning and Financial Management Branch provides the ministry with strategic advice and services in the area of business planning, central agency liaison, fiscal strategy and control, budget management, corporate priority agenda coordination, evaluation and audit. It also leads the review and implementation of the ministry's management and performance measure systems. Corporate Planning and Financial Management Branch is a service oriented branch which relies on strong working relationships with the rest of the ministry to fulfill its mandate.

HUMAN RESOURCES BRANCH

3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
Fax (705)755-3108
8:30 - 4:30

The Human Resources Branch works in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It establishes ministry personnel policies,

procedures and appropriate classification and compensation levels for employees. The branch is also responsible for managing the redeployment of surplus employees, staffing, benefit policies, safety programs, Workers' Compensation, human resource planning, employee counselling, investigation of employee grievances and conflict of interest cases, French language services, continuous learning and all matters affecting working conditions and performance. The branch also serves as a liaison between the ministry and the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

LEGAL SERVICES BRANCH

Whitney Block
Rm 3420, 99 Wellesley St W
Toronto M7A 1W3
Fax (416)314-2030

The Legal Services Branch counsels the ministry on legal matters, including the interpretation of statutes and regulations, the preparation and review of proposed legislation, regulations and other legal documents. The branch also supplies general legal services, such as preparing litigation, settling claims and acting at court hearings. The Legal Services Branch is responsible to the Attorney General's Office.

FIELD SERVICES DIVISION

Ontario Government Bldg
Suite 224, 435 S James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1271
Fax (807)473-3005
Fax (807)475-1743
Fax (807)475-1503 (Thunder Bay)
Fax (416)314-2629 (Toronto)
8:30 - 4:30

Field Services Division is the ministry's front-line organization, responsible for implementing program delivery through its three regions and 25 districts. Area Teams, located in district offices and 17 area offices, include staff from a range of resource management fields. In addition, the division includes the Aviation, Flood and Fire Management Branch and the Provincial Enforcement Section. The complex array of programs implemented by the Field Services Division range from managing natural resources (such as fisheries, **forest**s and provincial lands) to managing the ministry's resources (including financial resources, the facilities and engineering infrastructure, equipment, vehicles and aircraft as well as the people that do the work). The offices and staff in Field Services Division provide the principle window into MNR for the public, clients and stakeholders.

AVIATION, FLOOD AND FIRE MANAGEMENT BRANCH

Roberta Bondar Place
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-5949
Fax (705)945-5960 (Flood & Fire Sections - 70 Foster Dr)
Fax (705)945-5959

The **Aviation**, Flood and **Fire** Management Branch of the Ministry of Natural Resources provides: **forest** fire management services for the province including fire management policies and strategies, fire prevention and detection, and the basic resources for managing forest fires; aviation flight and maintenance crews and equipment in support of forest fire management, and other specialized

aviation services, including non-scheduled air transport, to all government ministries and agencies; flood forecasting and warning; and coordination of **emergency** planning for flood and fire.

NATIVE AFFAIRS UNIT

Robinson Place
5th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1826
Fax (705)755-1372

The **Native** Affairs Unit provides leadership to the ministry in the development and evaluation of all **land** and natural resource management responsibilities as they relate to Native people and ensures Native issues are reflected and complemented in land and natural resource management decisions, policies and strategies. The Unit also liaises with Ontario's Native communities, the Ontario Native training and development initiatives, and negotiation and litigation efforts.

PROVINCIAL ENFORCEMENT SECTION

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1447
Fax (705)755-1757

The Provincial **Enforcement** Section of Field Services Division provides assistance, advice and direction to ministry staff at all levels, on a variety of compliance and law enforcement matters. The section is responsible for the development, coordination and delivery of an Integrated Provincial Compliance Program which focuses on the promotion, monitoring and enforcement aspects of compliance. The section liaises and networks with other compliance and enforcement agencies, collects intelligence information on resource violators at a regional and provincial level, reviews and provides direction on the execution of search warrants and coordinates the planning and execution of special investigations.

REGIONS (NORTHEAST, NORTHWEST, SOUTH CENTRAL)

The ministry's Regions (NE, NW, SC), listed separately, ensure coordinated delivery of programs on an ecologically sustainable basis. The regional directors lead, and are accountable for successful program delivery at both the regional and district level. Regional staff leads resource management, planning and development within the region. Their functions include: providing resource program coordination; providing specialized information and consultative advice regarding resource management issues, in support of district and area teams; developing strategic land-use and resource management plans for the region; approving resource management plans for each area; developing **science** and technology applications and transferring them to those who will use them; and providing **engineering** aviation, **fire** management and emergency response services. A number of regional program staff report to other divisions, but continue to be part of the regional team.

NORTHEAST REGION

Ontario Government Complex
Hwy 101 E
PO Bag 3020
South Porcupine P0N 1H0
General Inquiry (705)235-1157
Fax (705)235-1246

CHAPLEAU DISTRICT
190 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-0681

FIRE MANAGEMENT HEADQUARTERS - CHAPLEAU (EAST FIRE REGION)
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-1376

COCHRANE DISTRICT
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-4365
Fax (705)272-7183

FIRE MANAGEMENT HEADQUARTERS - COCHRANE (EAST FIRE REGION)
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-7136
Fax (705)272-7151 (Cochrane)
Fax (705)362-7515 (Hearst)

MOOSONEE AREA OFFICE
Ontario Government Bldg
Revillion Rd
PO Box 190
Moosonee P0L 1Y0
General Inquiry (705)336-2987
Fax (705)336-2983

EAST FIRE REGION
Unit 14A, 2621 Skead Rd
Postal Bag 500
Garson P3L 1W3
General Inquiry (705)564-6019
Fax (705)564-6033

HEARST DISTRICT
613 Front St
PO Box 670
Hearst P0L 1N0
General Inquiry (705)362-4346
Fax (705)372-2245 (Including Missinaibi West Area Team)

KAPUSKASING AREA OFFICE
Government Rd
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)335-6191
Fax (705)337-9345 (Including Kapuskasing Area Team)

KIRKLAND LAKE DISTRICT
PO Box 129
Swastika P0K 1T0
General Inquiry (705)642-3222
Fax (705)642-9714

NORTH BAY DISTRICT
3301 Trout Lake Rd
North Bay P1A 4L7
(705)474-5550 (North Bay District)
Fax (705)475-5500 (Including Temagami, Tomiko, and Wasi Area Teams)
8:15 - 4:30

FIRE MANAGEMENT HEADQUARTERS - NORTH BAY (EAST FIRE REGION)
3301 Trout Lake Rd
North Bay P1A 4L7
General Inquiry (705)475-5550
Fax (705)475-5559

SAULT STE MARIE DISTRICT
64 Church St
Sault Ste Marie P6A 3H3
General Inquiry (705)949-1231
Fax (705)949-6450
8:00-4:30

BLIND RIVER AREA OFFICE
62 Queen Ave
PO Box 190
Blind River P0R 1B0
General Inquiry (705)356-2234
Fax (705)356-7441
8:00 - 4:30

FIRE MANAGEMENT HEADQUARTERS - SAULT STE MARIE (EAST FIRE REGION)
64 Church St
Sault Ste Marie P6A 3H3
General Inquiry (705)949-1231
Fax (705)949-6450

SUDBURY DISTRICT
Suite 5, 3767 Hwy 69 S
Sudbury P3G 1E7
General Inquiry (705)564-7823
Fax (705)564-7879 (Including Sudbury And Lower Spanish Area Teams)
8:15 - 4:30

ESPANOLA AREA OFFICE
148 Fleming St
Espanola P3E 1R8
General Inquiry (705)869-1330
Fax (705)869-4620
8:00 - 4:30

FIRE MANAGEMENT HEADQUARTERS - SUDBURY (EAST FIRE REGION)
Sudbury Airport Complex
Unit 14-A, 2621 Skead Rd
Postal Bag 500
Garson P3L 1W3
General Inquiry (705)564-6000
Fax (705)564-6059

TIMMINS DISTRICT
Ontario Government Complex
Hwy 101 E
PO Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)235-1300
Fax (705)235-1377 (Including Nighthawk and Mattagani Area Teams)
Fax (705)235-1331 (Warehouse Fax)
Fax (705)755-1373 (Fire Fax)

FIRE MANAGEMENT HEADQUARTERS - TIMMINS (EAST FIRE REGION)
Hwy 101 E
Postal Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)235-1300
Fax (705)267-1373 (Timmins)
Fax (705)642-9715 (Kirkland Lake)

GOGAMA AREA OFFICE
2000 Low Ave
PO Box 129
Gogama P0M 1W0
General Inquiry (705)894-2000
Fax (705)894-2040

WAWA DISTRICT
Hwy 101
PO Box 1160
Wawa P0S 1K0
General Inquiry (705)826-2396
Fax (705)856-7511

FIRE MANAGEMENT HEADQUARTERS - WAWA (EAST FIRE REGION)
Hwy 101
PO Box 1160
Wawa P0S 1K0
General Inquiry (705)856-2396
Fax (705)856-4849

MANITOUWADGE AREA OFFICE
Postal Bag Service
Manitouwadge P0T 2C0
General Inquiry (807)826-3225
Fax (807)826-4631

NORTHWEST REGION
Ontario Government Bldg
Suite 221, 435 S James St
Thunder Bay P7E 6S8
General Inquiry (807)475-1261
Fax (807)473-3023
8:00 - 4:30

DRYDEN DISTRICT
479 Government Rd
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)223-3341
Fax (807)223-2824

FIRE MANAGEMENT HEADQUARTERS - DRYDEN (WEST FIRE REGION)
Ghost Lake Rd
PO Box 850
Dryden P8N 2Z5
General Inquiry (807)937-7350
Fax (807)937-7349

IGNACE AREA OFFICE
Hwy 599
PO Box 448
Ignace P0T 1T0
General Inquiry (807)934-2233
Fax (807)934-2304

FORT FRANCES DISTRICT
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-5337
Fax (807)274-5553
Fax (807)274-4438

ATIKOKAN AREA OFFICE
108 Saturn Ave
Atikokan P0T 1C0
General Inquiry (807)597-6971
Fax (807)597-6185

FORT FRANCES FIRE MANAGEMENT HEADQUARTERS
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-8645

KENORA DISTRICT
808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)468-2501
Fax (807)468-2736

FIRE MANAGEMENT HEADQUARTERS - KENORA (WEST FIRE REGION)
808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)548-1919
Fax (807)548-5412
8:00 - 4:30

NIPIGON DISTRICT
5 Wadsworth
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)887-5000
Fax (807)887-2993

GERALDTON AREA OFFICE
208 Beamish Ave
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-1030
Fax (807)854-0335

GERALDTON FIRE MANAGEMENT HEADQUARTERS
Operation Base
Hwy 11 Kemogamisis Lake
Box 640
Geraldton P0T 1M0
General Inquiry (807)854-0558

TERRACE BAY AREA OFFICE
PO Box 280
Terrace Bay P0T 2W0
General Inquiry (807)825-3205
Fax (807)825-3400

RED LAKE DISTRICT
227 Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253
Fax (807)727-3182 (Fire Headquarters)
Fax (807)727-2861 (District Office)

FIRE MANAGEMENT HEADQUARTERS - RED LAKE (WEST FIRE REGION)
227 Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253
8:00 - 4:30

SIOUX LOOKOUT DISTRICT
49 Prince St
PO Box 309
Sioux Lookout P8T 1A6
General Inquiry (807)737-1140
Fax (807)737-1813
8:00 - 4:30

FIRE MANAGEMENT HEADQUARTERS - SIOUX LOOKOUT (WEST FIRE REGION)
Hwy 72
PO Box 309
Sioux Lookout P8T 1A6
General Inquiry (807)737-1145
Fax (807)737-3530

THUNDER BAY DISTRICT
Ontario Government Bldg
Suite B001, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1471
Fax (807)475-1527

FIRE MANAGEMENT HEADQUARTERS - THUNDER BAY (WEST FIRE REGION)
Ontario Government Bldg
Suite B001, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-4472

WEST FIRE REGIONAL OFFICE
Ghost Lake Rd
PO Box 850
Dryden P8N 2Z5
General Inquiry (807)937-4402
Fax (807)937-6060

SOUTHCENTRAL REGION
4th Flr S, 300 Water St
Peterborough K9J 3C7
General Inquiry (705)755-3228
Fax (705)755-3233

AURORA DISTRICT
50 Bloomington Rd W
RR 2
Aurora L4G 3G8
General Inquiry (905)713-7400
Fax (905)713-7415
Fax (905)713-7360

AYLMER DISTRICT
353 Talbot St W
Aylmer N5H 2S8
General Inquiry (519)773-9241
Fax (519)773-9014
Fax (519)773-4014 (Including Aylmer Area Team)
8:00 - 4:30

CHATHAM AREA OFFICE
1023 Richmond St W
Chatham N7M 5J5
General Inquiry (519)354-7340
Fax (519)354-0313
8:00 - 4:30

BANCROFT DISTRICT
Hwy 28 S
PO Box 500
Bancroft K0L 1C0
General Inquiry (613)332-3940
Fax (613)332-0608

HALIBURTON FIRE MANAGEMENT HEADQUARTERS
Wallings Rd
PO Box 120
Haliburton K0M 1S0
General Inquiry (705)457-2107
Fax (705)457-1884 (Haliburton)

MINDEN AREA OFFICE
Hwy 35 By-Pass
Minden K0M 2K0
General Inquiry (705)286-1521
Fax (705)286-4355

GUELPH DISTRICT
1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4955
Fax (519)826-4929
8:00 - 4:30

CLINTON AREA OFFICE
100 Don St
PO Box 819
Clinton N0M 1L0
General Inquiry (519)482-3428
Fax (519)482-5031

NIAGARA AREA OFFICE
4890 Victoria Ave N
PO Box 5000
Vineland L0R 2E0
General Inquiry (905)562-4147
Fax (905)562-1154

KEMPTVILLE DISTRICT
Provincial Government Bldg, Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920
8:00 - 4:30

KEMPTVILLE FIRE MANAGEMENT HEADQUARTERS
Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920

MIDHURST DISTRICT
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7500
Fax (705)725-7584 (Including Simcoe East & Grey/Dufferin Area Teams)
8:00 - 4:30

OWEN SOUND AREA OFFICE
1450 7th Ave E
Owen Sound N4K 2Z1
General Inquiry (519)376-3860
Fax (519)372-3305 (Including Grey/Bruce Area Team)
8:00 - 4:30

OWEN SOUND FIRE MANAGEMENT HEADQUARTERS
1450 7th Ave E
Owen Sound N4K 2Z1
General Inquiry (519)371-5294
Fax (519)371-5037
Fax (519)773-9014 (Aylmer (Jack Chapman))

PARRY SOUND DISTRICT
7 Bay St
Parry Sound P2A 1S4
(705)746-4201 (Parry Sound District)
Fax (705)746-8828 (Including Park Sound Area Team)

BRACEBRIDGE AREA OFFICE
Hwy 11 N
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372

FIRE MANAGEMENT HEADQUARTERS - PARRY SOUND (EAST FIRE REGION)
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)746-4201
Fax (705)746-9740

PEMBROKE DISTRICT
Riverside Dr
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)732-3661
Fax (613)732-2972

PETERBOROUGH DISTRICT
South Tower
1st Flr, 300 Water St
Peterborough K9J 3C7
General Inquiry (705)755-2001
(705)755-2000 (Client Service)
Fax (705)755-3125

BELLEVILLE WORKCENTRE
c/o St James Whitney Complex
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-1684

KINGSTON AREA OFFICE
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5700
Fax (613)531-5730

LINDSAY WORKCENTRE
322 Kent St W
Lindsay K9V 4T7
Fax (705)324-7619

TWEED WORKCENTRE
Old Troy Rd
Postal Bag 70
Tweed K0K 3J0
General Inquiry (613)478-2330
Fax (613)478-1389

NATURAL RESOURCE MANAGEMENT DIVISION

Whitney Block
Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
Fax (416)314-1994
8:30 - 4:30

The Natural Resources Management Division provides leadership and direction for the Ministry's resource management business. The province's forest, fish, wildlife, parks, **Crown land**s and **water**s are the focus of the division's efforts. The division is also responsible for the delivery of certain natural resource management programs, including fish **hatcheries**, tree nurseries, the provincial parks system, and the management of the **Great Lakes**.

FISH AND WILDLIFE BRANCH

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1939
Fax (705)755-1900

The Fish and **Wildlife** Branch is responsible for providing leadership and direction for the management of Ontario's **fisheries** and wildlife resources. The branch coordinates the development, implementation and improvement of fisheries and wildlife legislation, policies, programs, standards and related management mechanisms, including marketing and client services. In addition, it leads the development and implementation of fisheries and wildlife partnership programs. The branch also represents the ministry in initiatives to involve clients and stakeholders in management decisions related to these resources, and in provincial, national and international agencies and organizations that deal with these matters. The branch leads and directs the management of **Great Lakes** fisheries and is responsible for Ontario's fish culture operations. It also manages the Outdoors Card and **licensing** programs, associated information systems and "draws" related to allocation of wildlife resources.

FISH CULTURE STATIONS

BLUE JAY CREEK FISH CULTURE STATION
RR 1
Tehkumah P0P 2C0
General Inquiry (705)859-3006

CHATSWORTH FISH CULTURE STATION
PO Box 219
Chatsworth N0H 1G0
General Inquiry (519)794-2340
Fax (519)794-4627

DORION FISH CULTURE STATION
RR 1
Dorion P0T 1K0
General Inquiry (807)857-2322
Fax (807)857-2253

HARWOOD FISH CULTURE STATION
PO Box 79
Harwood K0K 2H0
General Inquiry (905)342-2860
Fax (905)342-2149

HILLS LAKE FISH CULTURE STATION
RR 2
Englehart P0J 1H0
General Inquiry (705)544-8006
Fax (705)544-8616

NORMANDALE FISH CULTURE STATION
RR 1
Vittoria N0E 1W0
General Inquiry (519)426-3142
Fax (519)426-3144

NORTH BAY FISH CULTURE STATION
10521 Hwy 63
Redbridge P0H 2A0
General Inquiry (705)663-2311
Fax (705)663-1139

RINGWOOD FISH CULTURE STATION
13232 Hwy 48
Stouffville L4A 7X3
General Inquiry (905)640-6204
Fax (905)640-6206

TARENTORUS FISH CULTURE STATION
Fish Hatchery Rd
RR 5
Sault Ste Marie P6A 6J8
General Inquiry (705)949-7271
Fax (705)949-5243

WHITE LAKE FISH CULTURE STATION
RR 2
Sharbot Lake K0H 2P0
General Inquiry (613)335-2115
Fax (613)335-2652

FOREST MANAGEMENT BRANCH

Roberta Bondar Place
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6661
Fax (705)945-6667

The role of **Forest** Management Branch (FMB) is to provide leadership and direction in the management of Ontario's forest resources. The branch coordinates the development and implementation of forest legislation, policies, programs, **standards** and related management mechanisms. The branch is currently leading the development and implementation of new forestry partnership programs, particularly the establishment of Sustainable Forest **Licence**s (SFLs) on Crown Management Units and divestment of MNR tree **nurseries**. The branch leads the ministry in initiatives to involve clients and stakeholders in forest resource management decisions and leads MNR liaison with the forest industry. The Forest Management Branch also leads the ministry initiatives to establish and maintain mechanisms for evaluating forest management practices and enhancing competency to meet standards to ensure forest sustainability.

LAND USE PLANNING BRANCH

5th Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1210
Fax (705)755-1971
8:30 - 4:30

The **Land Use Planning** Branch is responsible for providing leadership, coordination and direction in ecological land use planning, natural resource allocation and protection through land use, **watershed**, resource management and **municipal** planning. The branch coordinates the development, transfer and improvement of ecological land use and watershed planning, legislation, policies, programs, standards and related management mechanisms. In addition, it serves other branches and ministries in the areas of leadership and direction for the application of an ecosystem approach to natural resource management. The branch also provides socio-economic and resource management planning and expertise, as well as supply/allocation advice and expertise. The branch leads the ministry's "state-of-the-resource" reporting and ecological land use plans initiatives, and coordinates ministry responsibilities related to **environment**al assessment and the Environmental Bill of Rights.

LANDS AND NATURAL HERITAGE BRANCH

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1204
Fax (705)755-1201
8:30 - 4:30

The Lands and Natural **Heritage** Branch is responsible for providing leadership and direction in the management of Ontario's land, **water**, natural heritage, **aggregate** and petroleum resources. The branch coordinates the development, implementation and improvement of legislation, policies, programs, standards and management mechanisms related to these resources. In addition, it leads the development and implementation of **Crown land**, water, natural heritage, aggregate and petroleum resources partnership programs. It also represents the ministry in initiatives to involve clients and stakeholders in managing the resources, and in provincial, national and international agencies and organizations that deal with these matters. The branch leads ministry liaison with **Conservation** Authorities, administers the program to protect Crown **land** title integrity, and leads programs to protect human life and property from land and water-related hazards.

ONTARIO PARKS

6th Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-7275
Toll Free 1-800-667-1940
Fax (705)755-1701
www.ontarioparks.com/
8:30 - 4:30

Ontario **Parks** plans, protects, develops and operates Ontario's system of provincial parks. Ontario has a world renowned park system, made up of 265 parks covering 8.2 million hectares. These parks are managed on a sound ecological basis to protect representative and unique examples of Ontario's natural and cultural **heritage**. Parks provide opportunities to camp, canoe, hike, swim, picnic and learn about natural and cultural heritage. Some parks are primarily protecting areas of natural and cultural value. Many parks accept campsite reservations. Reservations are highly recommended for

busy parks during July and August, especially for canoe trippers and backpackers. Operating seasons vary. Many parks operate only during the summer months. Call ahead to ensure that the park you want to visit is open. Wheelchair accessibility varies from park to park. Contact parks to determine what facilities and activities are accessible.

PROVINCIAL PARKS

AARON
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)938-6534

ALGONQUIN
PO Box 219
Whitney K0J 2M0
General Inquiry (705)633-5572
Fax (705)633-5581

ARROWHEAD
Hwy 11
RR 3
Huntsville P1H 2J4
General Inquiry (705)789-5105
Fax (705)789-1610

AWENDA
PO Box 5004
Penetanguishene L9M 2G2
General Inquiry (705)549-2231
Fax (705)549-4792

BALSAM LAKE
RR 1
Kirkfield K0M 2B0
General Inquiry (705)454-1077
Fax (705)454-2610

BASS LAKE
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)326-7054
Fax (705)329-6028

BATCHAWANA BAY
PO Box 61
Batchawana Bay P0S 1A0
General Inquiry (705)882-2209
Fax (705)882-2124

BLUE LAKE
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)227-2601
General Inquiry (807)223-3341

BON ECHO
RR 1
Cloyne K0H 1K0
General Inquiry (613)336-2228
Fax (613)336-2712

BONNECHERE
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

BRONTE CREEK
1219 Burloak Dr
Burlington L7R 3X5
General Inquiry (905)827-6911
Fax (905)637-4120

CALIPER LAKE
PO Box 188
Nestor Falls P0X 1K0
General Inquiry (807)484-2181

CARSON LAKE
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

CHARLESTON LAKE
RR 4
Lansdowne K0E 1L0
General Inquiry (613)659-2065
Fax (613)659-2095

CHUTES
PO Box 37
Massey P0P 1P0
General Inquiry (705)356-2234 (Blind River Area Office Open Sept - April)
General Inquiry (705)865-2021
Fax (705)865-2992

CRAIGLEITH
RR 3
Collingwood L9Y 3Z2
General Inquiry (705)445-4467

DARLINGTON
RR 2
Bowmanville L1C 3K3
General Inquiry (905)436-2036
Fax (905)436-3729

DAWSON TRAIL
General Delivery
Atikokan P0T 1C0
General Inquiry (807)929-2571

DEVIL'S GLEN
PO Box 183
Wasaga Beach L0L 2P0
General Inquiry (705)429-2516

DRIFTWOOD
General Delivery
Stonecliffe K0J 1B0
General Inquiry (613)586-2553
General Inquiry (705)744-2276 (Sept - Apr)
(705)744-2276 (Off-Season)
Fax (705)744-0587

EARL ROWE
PO Box 872
Alliston L9R 1W1
General Inquiry (705)435-4331
Fax (705)435-4333

EMILY
797 County Rd # 10
RR 4
Omemee K0L 2W0
General Inquiry (705)799-5170
Fax (705)799-2433

ESKER LAKES
c/o Kirkland Lake District Office
PO Box 129
Swastika P0K 1T0
General Inquiry (705)568-7677
(705)642-3222 (Off-Season)
(705)642-9702 (Off-Season)
Fax (705)642-9715

FAIRBANK
Suite 901, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)966-0563 (Sept - Apr)
General Inquiry (705)866-0530
(705)966-0563 (Off-Season)
Fax (705)966-0565 (c/o Windy Lake Park)

FERRIS
PO Box 1409
Campbellford K0L 1L0
General Inquiry (705)653-3575 (Apr - Sep)
General Inquiry (705)653-1566 (Oct - Mar)
Fax (613)475-4324

FINLAYSON POINT
District Office
Lakeshore Dr
PO Box 38
Temagami P0H 2H0
General Inquiry (705)569-3205
General Inquiry (705)569-3622 (Sept - Apr)
Fax (705)569-2886

FITZROY
5201 Canon Smith Dr
Fitzroy Harbour K0A 1X0
General Inquiry (613)623-5159
Fax (613)623-8171

FOY
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

FRONTENAC PARK
1090 Salmon Lake Rd
PO Box 11
Sydenham K0H 2T0
General Inquiry (613)376-3489
Fax (613)376-6905

FUSHIMI LAKE
PO Box 670
Hearst P0L 1N0
General Inquiry (705)362-4346
(705)362-4346x232 (Off-Season)
Fax (705)362-7515

GREENWATER
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-6335
(705)272-4365 (Off-Season)

GRUNDY LAKE
RR 1
Britt P0G 1A0
General Inquiry (705)383-2639
Fax (705)383-2437

HALFWAY LAKE
Suite 901, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)675-4120x328 (Sept - Apr)
General Inquiry (705)965-2702 (May - Sept)
(705)523-8195 (Off-Season)
Fax (705)682-3493 (May - Sept)
Fax (705)688-3086 (Sept - Apr)
Fax (705)564-3171 (Oct-Apr)

INVERHURON
c/o MacGregor Point
RR 1
Port Elgin N0H 2C0
General Inquiry (519)389-9056
Fax (519)389-9057

IPPERWASH
RR 2
Grand Bend N0M 1T0
General Inquiry (519)243-2220
Fax (519)243-3851

IVANHOE
c/o Chapleau District Office
190-192 Cherry St
PO Box 460
Chapleau P0M 1K0
General Inquiry (705)899-2644
(705)864-1710 x212 (Off-Season)

JOHN E PEARCE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

KAKABEKA FALLS
PO Box 252
Kakabeka Falls P0T 1W0
General Inquiry (807)473-9231

KAP-KIG-IWAN
c/o Kirkland Lake District Office
PO Box 129
Swastika P0K 1T0
General Inquiry (705)544-2050
(705)642-9702 (Off-Season)
Fax (705)642-9715 (Off-Season)

KETTLE LAKES
c/o Timmins District Office
Hwy 101 E
PO Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)363-3511
(705)235-1353 (Off-Season)
Fax (705)363-2333
Fax (705)235-1377 (Off-Season)

KILLARNEY
General Delivery
Killarney P0M 2A0
General Inquiry (705)287-2900
Fax (705)287-2893

KILLBEAR
PO Box 71
Nobel P0G 1G0
General Inquiry (705)342-5492
Fax (705)342-1475

LAKE NIPIGON
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)885-3181

LAKE OF THE WOODS
RR 1
Sleeman P0W 1M0
General Inquiry (807)274-5337
Fax (807)274-4438

LAKE ON THE MOUNTAIN
RR 1
Picton K0K 2T0
General Inquiry (613)393-3319
Fax (613)393-3404

LAKE ST PETER
PO Box 539
Bancroft K0L 1C0
General Inquiry (613)332-3940x262 (Oct - April)
General Inquiry (613)339-2807 (Apr - Oct)
Fax (613)332-0608x262 (Nov - Mar)

LAKE SUPERIOR
PO Box 267
Wawa P0S 1K0
General Inquiry (705)856-2284
Fax (705)856-1333

LONG POINT
PO Box 99
Port Rowan N0E 1M0
General Inquiry (519)586-2133
Fax (519)586-3581

MACGREGOR POINT
RR 1
Port Elgin N0H 2C0
General Inquiry (519)389-9056
Fax (519)389-9057

MACLEOD
208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-0370

MADAWASKA RIVER
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

MARA
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)326-4451
(705)326-7054 (Off-Season)

MARK S BURNHAM
c/o Emily Provincial Park
797 County Rd # 10
RR 4
Omemee K0L 2W0
General Inquiry (705)799-5170
Fax (705)799-2433

MARTEN RIVER
General Delivery
Marten River P0H 1T0
General Inquiry (705)892-2200
(705)569-3205 (Off-Season)
Fax (705)569-2886 (Off-Season)
Fax (705)892-2147

MCRAE POINT
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)325-7290
(705)326-7054 (Off-Season)

MIDDLE FALLS
Suite 221, 435 S James St
Thunder Bay P7E 6E3
General Inquiry (807)964-2097

MIKISEW
PO Box 400
South River P0A 1X0
General Inquiry (705)386-7762
(705)789-5105 (Off-Season)
Fax (705)386-2382

MISSINAIBI LAKE
c/o Chapleau District Office
190-192 Cherry St
PO Box 460
Chapleau P0M 1K0
General Inquiry (705)234-2222
(705)864-1710 (Off-Season)
Fax (705)864-0681

MISSISSAGI
c/o Chutes Park
PO Box 37
Massey P0P 1P0
(705)848-2806 (May - Sept)
(705)865-2021 (Sept - April)
Fax (705)865-2992 (Off-Season)
Fax (705)356-7441

MURPHYS POINT PARK
RR 5
Perth K7H 3C7
General Inquiry (613)267-5060
Fax (613)267-1741

NAGAGAMISIS
PO Box 670
Hearst P0L 1N0
General Inquiry (807)868-2254
(807)362-4346 (Off-Season)

NEYS
PO Bag 3
Terrace Bay P0T 2W0
General Inquiry (807)229-1624

NORTH BEACH
RR 3
Consecon K0K 1T0
General Inquiry (613)399-2030
Fax (613)393-3404

OASTLER LAKE
RR 2
Parry Sound P2A 2W8
General Inquiry (705)378-2401
Fax (705)378-0341

OBATANGA
c/o Wawa District Office
PO Box 1160
Wawa P0S 1K0
General Inquiry (807)882-2592
(807)683-2432 (Off-Season)
Fax (807)683-2432 (Off-Season)

OJIBWAY
PO Box 309
Sioux Lookout P0V 2T0
General Inquiry (807)737-2033

OJIBWAY PRAIRIE NATURE RESERVE
Klondike Rd
PO Box 640
Wheatley N0P 2P0
General Inquiry (519)825-4659
Fax (519)825-7472

OUIMET CANYON
Suite 221, 435 S James St
Thunder Bay P7E 6E3
General Inquiry (807)977-2526

PAKWASH
Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253

PANCAKE BAY
PO Box 61
Batchawana Bay P0S 1A0
General Inquiry (705)882-2209
Fax (705)882-2124

PECHE ISLAND
PO Box 640
Wheatley N0P 2P0
General Inquiry (519)825-4659
Fax (519)825-7472

PETER'S WOODS PROVINCIAL NATURE RESERVE
c/o Darlington Provincial Park
RR # 2
Bowmanville L1C 3K3
General Inquiry (905)436-2036
Fax (905)436-3729

PETROGLYPHS
General Delivery
Woodview K0L 3E0
General Inquiry (613)332-3940x262 (Nov - Apr)
General Inquiry (705)877-2552 (May - Oct)
Fax (613)332-0608

POINT FARMS
RR 5
Goderich N7A 3X9
General Inquiry (519)524-7124

PORT BRUCE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

PORT BURWELL
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691
Fax (519)874-4104

POTHOLES PROVINCIAL PARK
c/o Chapleau District Office
190 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710

PRESQU'ILE
RR 4
Brighton K0K 1H0
General Inquiry (613)475-4324
TTY (613)475-2204
Fax (613)475-4324

QUETICO
108 Saturn Ave
Atikokan P0T 1C0
General Inquiry (807)597-6971
(807)597-2735 (Reservations)
Fax (807)597-6185

RAINBOW FALLS
PO Bag 3
Terrace Bay P0T 2W0
General Inquiry (807)824-2298

RENE BRUNELLE
c/o Kapuskasing Area Office
West Rd
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)367-2692
(705)367-2866 (Ski Hill)
(705)335-6191 (Off-Season)
Fax (705)367-2442 (Ski Hill)

RESTOULE
General Delivery
Restoule P0H 2R0
General Inquiry (705)729-2010
(705)789-5105 (Off-Season)
Fax (705)729-5428

RIDEAU RIVER
RR 4
Kemptville K0G 1J0
General Inquiry (613)258-2740
Fax (613)258-4432

ROCK POINT
PO Box 158
Dunnville N1A 2X5
General Inquiry (905)774-6642
Fax (905)774-3267

RONDEAU
RR 1
Morpeth N0P 1X0
General Inquiry (519)674-1750
Fax (519)674-1755

RUSHING RIVER
810 Robertson St
PO Box 5160
Kenora P9N 3X9
General Inquiry (807)548-4351

SAMUEL DE CHAMPLAIN
PO Box 147
Mattawa P0H 1V0
General Inquiry (705)744-2276
Fax (705)744-0587

SANDBANKS
RR 1
Picton K0K 2T0
General Inquiry (613)393-3319
Fax (613)393-3404

SANDBAR
PO Box 448
Ignace P0T 1T0
General Inquiry (807)934-2233

SAUBLE FALLS
RR 3
Wiarton N0H 2T0
General Inquiry (519)422-1952

SELKIRK
RR 1
Selkirk N0A 1P0
General Inquiry (519)776-2600

SHARBOT LAKE
RR 2
Sharbot Lake K0H 2P0
General Inquiry (613)335-2814
Fax (613)335-2048

SIBBALD POINT
RR 2
Sutton West L0E 1R0
General Inquiry (905)722-8061
Fax (905)722-5416

SILENT LAKE
PO Box 500
Bancroft K0L 1C0
General Inquiry (613)339-2807 (Apr - Oct)
General Inquiry (613)332-3940x262 (Nov - Mar)
Fax (613)332-0608

SILVER LAKE
RR 2
Maberly K0H 2B0
General Inquiry (613)268-2000
Fax (613)268-2947

SIOUX NARROWS
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)226-5223

SIX MILE LAKE
PO Box 340
Coldwater L0K 1E0
General Inquiry (705)756-2746 (Apr - Oct)
(705)549-2231 (Off-Season)
Fax (705)756-4692

SLEEPING GIANT
Suite 221, 435 S James St
Thunder Bay P7E 6E3
General Inquiry (807)977-2526

SPRINGWATER
General Delivery
Midhurst L0L 1X0
General Inquiry (705)728-7393

STURGEON BAY
PO Box 271
Point Au Baril P0G 1K0
General Inquiry (705)366-2521 (Apr - Oct)
(705)383-2369 (Off-Season)
Fax (705)383-2437

THE MASSASAUGA
c/o Oastler Lake Provincial Park
RR 2
Parry Sound P2A 2W8
General Inquiry (705)378-2401
Fax (705)378-0341

THE PINERY
RR 2
Grand Bend N0M 1T0
General Inquiry (519)243-2220
Fax (519)243-3851

THE SHOALS
PO Box 460
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-0681

TIDEWATER
c/o Moosonee Area Office
PO Box 190
Moosonee P0L 1Y0
General Inquiry (705)336-2987
(705)272-4365 (Off-Season)
Fax (705)272-2089 (Off-Season)

TRILLIUM WOODS NATURE RESERVE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

TURKEY POINT
PO Box 5
Turkey Point N0E 1T0
General Inquiry (519)426-3239
Fax (519)426-5268

VOYAGEUR
PO Box 130
Chute A Blondeau K0B 1B0
General Inquiry (613)674-2825
Fax (613)674-2829

WABAKIMI
Suite 221d, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1634
Fax (807)475-1499

WAKAMI LAKE
c/o Chapleau District Office
PO Box 460
Chapleau P0M 1K0
General Inquiry (705)864-1710
(705)864-1710 (Off-Season)
Fax (705)864-0681

WASAGA BEACH
PO Box 183
Wasaga Beach L0L 2P0
General Inquiry (705)429-2516
Fax (705)429-7983

WHEATLEY
PO Box 640
Wheatley N0P 2P0
General Inquiry (519)825-4659
Fax (519)825-7472

WHITE LAKE
c/o Wawa District Office
PO Box 1160
Wawa P0S 1K0
General Inquiry (807)822-2447
(807)683-2432 (Off-Season)
Fax (807)683-2432 (Off-Season)

WINDY LAKE
Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)966-2315
(705)966-0563 (Off-Season)
Fax (705)966-0565

WINISK RIVER
208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-1030
Fax (807)854-0335

WOODLAND CARIBOU
Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253

ZONE MANAGEMENT

ALGONQUIN PARKS ZONE
East Gate Complex
Hwy 60
PO Box 219
Whitney K0J 2M0
General Inquiry (705)633-5572
Fax (613)637-2864

CENTRAL PARKS ZONE
Arrowhead Provincial Park
Hwy 11
RR 3
Huntsville P1H 2J4
General Inquiry 1-800-667-1940
Fax (705)789-5948

NORTHEASTERN PARKS ZONE
Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3165
Fax (705)564-3171

NORTHWESTERN PARKS ZONE
Suite 221d, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1321
Fax (807)475-1499

SOUTHEASTERN ZONE PARKS
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5724
Fax (613)531-5730

SOUTHWESTERN PARKS ZONE
659 Exeter Rd
London N6A 4L6
General Inquiry (519)873-4615
Fax (519)873-4645

SCIENCE AND INFORMATION RESOURCES DIVISION

Robinson Place North Tower
3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1571
Fax (416)314-1901 (Toronto)
Fax (705)755-1531
8:30 - 4:30

The Science and Information Resources Division provides leadership in the development and application of scientific knowledge, information management and information technology to enhance the ministry's ability to contribute to sustainable development of Ontario's natural resources. The division's mandate encompasses internal functions for the scientific community, natural resource program delivery, financial, administrative and human resources systems and processes. The division also has the provincial lead role in land related information for other governments and municipalities.

INFORMATION TECHNOLOGY SERVICES BRANCH

Robinson Place North Tower
4th Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1403
Fax (705)755-1496

The Information Technology Services Branch coordinates the provision of reliable and secure computer and telecommunications services, along with technical and client support, in a cost-effective manner.

NATURAL RESOURCES INFORMATION BRANCH

2nd Flr N, 300 Water St
Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1571
Fax (705)755-1640
8:30 - 4:30

Information Management and Systems Branch is responsible for making available geographic information about Ontario's **land** mass and using sophisticated technologies for managing that information. Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral surveys, **cartography**, establishment and maintenance of the Provincial Digital Topographic Database, geographic information, geographic nomenclature, satellite and airborne **remote sensing**, and natural resource inventories. **Maps** are distributed by the ministry's Natural Resource Information Centre. District offices, listed under this ministry's Regions can also provide information.

DATA ADMINISTRATION SECTION

2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1571
Fax (705)755-1640
Fax (705)755-2149
8:30 - 4:30

The Data Administration Section performs the operational and administrative functions associated with the ministry's natural resource data, topographical data and cartographic products. To support these responsibilities, the section maintains **standards** and provides consultative services on their use and implementation. The Data Administration and Operations Section consists of six business areas contained within four internal work Units. The Natural **Heritage** Information Centre (NHIC) maintains a permanent and dynamic atlas and data bank on the character, distribution and **conservation** status of natural areas, critical flora/fauna, communities and special features in Ontario. The products and services that the NHIC provides are used in support of land/**water** use planning and resource stewardship.

INFORMATION ACCESS SERVICES SECTION

1st Flr N, 300 Water St
Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1571
Fax (705)755-1677
Fax (705)755-1621 (Information & Privacy Coordinator)
8:30 - 4:30

The Information Access Services Section key responsibilities include the development and implementation of information access policy. This policy governs dissemination and access to the ministry's intellectual property. The other two key responsibilities of the section are the Natural Resource Information Centre (Peterborough and Queen's Park) and the **Library**.

NATURAL RESOURCES INFORMATION CENTRE - PETERBOROUGH

1st Flr N, 300 Water St
Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2000 (Information on Fisheries, Fishing Licence Sales, Wildlife, Hunting Licences)
Toll Free 1-800-667-1940
Toll Free French 1-800-667-1840
Fax (705)755-1677

The Natural Resources Information Centre (NRIC) is a "one-stop" inquiry centre for both the public and the government. Information and **publications** are provided on Ontario's fish, **wildlife**, forestry, **mineral** resources, lands and **waters**, and provincial **parks**. The centre sells topographical Ontario basic mapping, aerial photos and forest resources inventory maps. **Travel** counselling is also provided to the public on provincial parks, **hunting**, **fishing** and outdoor **recreation** opportunities. The NRIC also houses the ministry reading room to provide public access to manuals and internal procedures used by the ministry.

NATURAL RESOURCES INFORMATION CENTRE - TORONTO

Macdonald Block
Rm M1-73, 900 Bay St
Toronto M7A 2C1
General Inquiry (416)314-2000 (Information on Fisheries, Fishing Licence Sales, Wildlife, Hunting Licences)
French Phone (416)314-1665
Toll Free 1-800-667-1940
Toll Free French 1-800-667-1840
Fax (705)755-1677 (Peterborough)

This Information Centre provides information on the Ministry of Natural Resources and Ontario's natural resources.

OFFICE OF THE SURVEYOR GENERAL

2nd Flr N, 300 Water St
Box 7000
Peterborough K9J 8M5
(705)755-2132 (Provincial Georeferencing Unit)
Fax (705)755-2149
Fax (705)755-1640
8:30 - 4:30

The Office of the Surveyor General administers the **Surveys** Act, Surveyors Act and Ontario **Geographic Names** Board Act and regulations; manages surveying services; and coordinates policy, priorities and development of programs in **geodetic services**, geographic names and **Crown land** surveying activities. The Provincial Georeferencing Unit coordinates the activities of the geodetic services and geographic names programs. The geodetic services program develops and publishes **standards**, guidelines and specifications for the performance of horizontal, vertical and three-dimensional surveys by surveyors; collects horizontal and vertical control survey network data for storage in the provincial horizontal control data bank (**COSINE**); maintains multipurpose control survey adjustment and analysis programs (**MANOR**, MANOR V); maintains the precise calibration base line database; and installs the precise geodetic Global Positioning System (GPS) markers and base stations.

SCIENCE DEVELOPMENT AND TRANSFER BRANCH

1235 Queen St E
Sault Ste Marie P6A 2E5
General Inquiry (705)946-2981
Fax (705)946-2030

The Science Development and Transfer Branch provides leadership in the development, transfer and application of scientific and technical knowledge. It provides information and expertise to support program development, planning legislation and program direction. It also provides continuity from basic natural resources research, through applied research, to transfer to field staff for implementation.

NORTHEAST SCIENCE AND TECHNOLOGY
Hwy 101E
South Porcupine P0N 1H0
General Inquiry (705)235-1229
Fax (705)235-1251

NORTHWEST SCIENCE AND TECHNOLOGY
25th Side Rd
RR 1
Thunder Bay P7C 4T9
General Inquiry (807)939-2501
Fax (807)939-1841

LAKE NIPIGON FISHERIES ASSESSMENT UNIT
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)939-2501
Fax (807)887-2993

LAKE OF THE WOODS FISHERIES ASSESSMENT UNIT
810 Robertson St
Kenora P9N 3X9
General Inquiry (807)939-2501
Fax (807)468-2737

QUETICO-MILLE LACS FISHERIES ASSESSMENT UNIT
Northwest Natural Resource Centre
25th Side Rd
RR 1
Thunder Bay P7C 4T9
General Inquiry (807)939-2501
Fax (807)939-1841

REGIONAL FISH AND WILDLIFE AGING UNIT
479 Government Rd
Dryden P8N 2Z4
General Inquiry (807)939-2501
Fax (807)223-2824

TERRESTRIAL ASSESSMENT UNIT
Northwest Natural Resource Centre
25th Sideroad
RR 1
Thunder Bay P7C 4T9
Fax (807)939-1841

FISHERIES ASSESSMENT UNITS - SOUTH CENTRAL SCIENCE
Hwy 11 N & High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747

ALGONQUIN FISHERIES ASSESSMENT UNIT
Box 219
Whitney K0J 2M0
General Inquiry (613)637-2780
Fax (613)637-2864

HALIBURTON-HASTINGS FISHERIES ASSESSMENT UNIT
Hwy 28
Box 500
Bancroft K0L 1C0
General Inquiry (613)332-3940
Fax (613)332-1800

KAWARTHA LAKES FISHERIES ASSESSMENT UNIT
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-1465
Fax (705)324-1638

LAKE SIMCOE FISHERIES ASSESSMENT UNIT
RR 2
Sutton West L0E 1R0
General Inquiry (905)722-0250
Fax (905)722-3797

MUSKOKA LAKES FISHERIES ASSESSMENT UNIT
Hwy 11 N & High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372

SOUTH CENTRAL SCIENCE SECTION
4th Flr S, 300 Water St
Peterborough K9J 3C7
General Inquiry (705)755-3200
Fax (705)755-3289

BRACEBRIDGE
Hwy 11 & High Falls Rd
RR 2
Bracebridge P1L 1W9
Fax (705)645-7379

KEMPTVILLE
Concession Rd
PO Box 2002
Kemptville K0G 1J0
Fax (613)258-3920

LONDON
659 Exeter Rd
London N6E 1L3
Fax (519)873-4645

NORTH BAY
3301 Trout Lake Rd
North Bay P1A 4L7
Fax (705)475-5570
Fax (519)873-4645 (London)

AGENCIES, BOARDS AND COMMISSIONS

ACADEMIC AND EXPERIENCE REQUIREMENTS COMMITTEE OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576

The Academic and Experience Requirements Committee of the Association of Ontario **Land** Surveyors was established by Regulation 1026 under the Surveyors Act. The committee determines if applicants have met the requirements and qualifications for the issuance of a **licence** to practice cadastral surveying or the issuance of a certificate of **registration** as a member of the Association.

ALGONQUIN FORESTRY AUTHORITY

222 Main St W
Huntsville P1H 1Y1
General Inquiry (705)789-9647
Fax (705)789-3353

The Algonquin **Forest**ry Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The authority has been assigned the task of ensuring the viability of the local forest industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover that satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the authority's responsibility. It preserves and protects the recreational values, fish and **wildlife** habitat, soil and **water** resources within the park.

COUNCIL OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576

Established in 1892, the Council of the Association of Ontario **Land** Surveyors is the governing body and board of directors that manages and administers the affairs of the association. The Lieutenant-Governor appointees (lay councillors) are responsible for ensuring that the self-regulating professional body is serving and protecting the public interest.

CROWN TIMBER BOARD OF EXAMINERS

Suite 400, 70 Forest Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6643

The Crown **Timber** Board has three members and sets written and practical **examinations** in **wood** measurement to determine eligibility of and recommend candidates for scaler's **licence**s.

FISH AND WILDLIFE ADVISORY BOARD

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1939
8:30 - 4:30

The Fish and Wildlife Advisory Board is composed of eleven members. It provides advice to the Minister of Natural Resources on fish and wildlife revenue, and expenditures related to the fisheries and wildlife programs. It may also provide advice on policy and program direction as requested by the Minister.

ONTARIO FORESTRY COUNCIL

446 Heath St E
Toronto M4G 1B5
General Inquiry (416)696-1626

The Ontario **Forest**ry Council recommends to the Minister of Natural Resources appropriate objectives, priorities and **funding** for forestry **research** in Ontario. Its ten members are chosen from universities, and the private and public sectors.

ONTARIO GEOGRAPHIC NAMES BOARD

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2134
8:30 - 4:30

The Ontario **Geographic Names** Board investigates the background of geographic names and recommends names to be used on maps, subject to the approval of the Minister of Natural Resources.

ONTARIO MOOSE AND BEAR ALLOCATION ADVISORY COMMITTEE

6th Flr, 90 Sheppard Ave E
North York M2N 3A1
General Inquiry (416)314-1056
Fax (416)314-1049

The Ontario Moose and Bear Allocation Advisory Committee is an independent advisory committee to allocate moose and bear **hunting** opportunities provided by the Ministry of Natural Resources within the **tourism** industry in a manner which is ecologically sustainable and supports the economic viability of the industry in general and specific tourist establishments. The Committee provides advice to the Minister of Natural Resources.

OTTAWA RIVER REGULATION PLANNING BOARD

351 St Joseph Blvd
Hull J8Y 3Z5
General Inquiry (613)997-1735

The Ottawa River Regulation Planning Board has seven members and was established under the terms of a Canada-Ontario-Quebec Agreement. It is responsible for the preparation and continuing review of policies, guidelines and criteria for the integrated management of the principal reservoirs of the Ottawa River Basin in order to reduce flood damages along the river, its tributaries and in the Montreal area. It is also responsible for the operation and coordination of inflow forecasting,

flow routing and optimization models that will reduce flood damage while having the least possible impact on users of the basin.

RABIES ADVISORY COUNCIL

10401 Dufferin St
Box 5000
Maple L6A 1S9
General Inquiry (905)832-7110

The **Rabies** Advisory Council, established in 1979, advises the Minister on the development of suitable **vaccines** against rabies and an effective system for vaccinating wild animals. The six members are chosen from the academic community, in the fields of biology, health and agriculture. The secretary is a public servant with the Ministry of Natural Resources.

SHIBOGAMA INTERIM PLANNING BOARD

General Delivery
Wunnummin P0V 2Z0
General Inquiry (807)442-2559
Fax (807)442-2627

The Shibogama Interim Planning Board, created in 1993, advises the province on land use and resource development in an 11,131-square-kilometre area south of Big Trout Lake in northwestern Ontario. Half the board members represent the Province of Ontario; half represent the Kingfisher Lake First Nation and Wunnumin Lake First Nation.

WHITEDOG AREA RESOURCES COMMITTEE

808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)468-2533

The Whitedog Area Resources Committee, created in 1993, works with the Wabaseemoong Independent Nations (Whitedog) to design and implement a program of planned, managed and sustainable development within the Wabaseemoong Traditional Land Use Area (TLUA). The program is to be designed to ensure that Wabaseemoong shares in the benefits of such development. The TLUA is a 6,629-square-kilometre area northwest of Kenora.

WINDIGO INTERIM PLANNING BOARD

PO Box 299
Sioux Lookout P8T 1A3
General Inquiry (807)737-1585
Fax (807)737-3133

The Windigo Interim Planning Board, created in 1993, advises the province on land use and resource development in two areas totalling 15,959 square kilometres south of Big Trout Lake. Half the board members represent the Province of Ontario; half represent the Cat Lake First Nation and Weagamow First Nation.

ACTS

Aggregate Resources Act, 1989
Agreement Authorization Act, 1958
Algonquin Forestry Authority Act
Algonquin Provincial Park Extension Act, 1960-61
Arboreal Emblem Act, 1984
Beds of Navigable Waters Act
Canada Company's Lands Act, 1922
Conservation Authorities Act
Conservation Land Act
Crown Forest Sustainability Act
Crown Timber Act
Endangered Species Act
Fish Inspection Act
Fisheries Industrial Development Act
Fisheries Loans Act
Forest Fires Prevention Act
Forest Tree Pest Control Act
Forestry Act
Forestry Workers Employment Act
Forestry Workers Lien For Wages Act
Freshwater Fish Marketing Act (Ontario)
Game and Fish Act
Gananoque Lands Act, 1961-62
Gas and Oil Leases Act
Industrial and Mining Lands Compensation Act
Lac Seul Conservation Act, 1928
Lake of the Woods Control Board Act, 1922
Lakes and Rivers Improvement Act
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958
Migratory Birds Convention Act (Canada) - Ontario Regulations
Mineral Emblem Act
Ministry of Natural Resources Act
National Radio Observatory Act, 1962-63
North Georgian Bay Recreational Reserve Act, 1962-63
Ontario Geographic Names Board Act
Ontario Harbours Agreement Act, 1962-63
Ottawa River Water Powers Act, 1943
Petroleum Resources Act
Provincial Parks Act
Public Lands Act
Seine River Diversion Act, 1952
Settlers' Pulpwood Protection Act
Spruce Pulpwood Exportation Act
Steep Rock Iron Ore Development Act, 1949
Surveyors Act
Surveys Act
Trees Act
Water Transfer Control Act
Wild Rice Harvesting Act
Wilderness Areas Act
Woodlands Improvement Act

MINISTRY OF NORTHERN DEVELOPMENT AND MINES

159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7050 (Sudbury)
General Inquiry (416)327-0633 (Toronto)
Fax (705)670-7108 (Sudbury)
Fax (416)327-0634 (Toronto)
www.gov.on.ca/MNDM

The Ministry's mandate is to support northerners in their ongoing dialogue with the Government of Ontario and to work to develop a healthy business climate that encourages mineral investment and exploration. The ministry's business plan identifies core businesses which will help build a strong and vibrant North and maintain core services for Ontario's mines and minerals industry.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0633
Fax (416)327-0634
www.ndm.gov.on.ca
8:30 - 5:00

The Communications Services Branch informs the public, client groups and the news media about the ministry's activities, coordinates central communications policy on behalf of the ministry, advises other branches on communications issues and provides strategic communications support to the Minister, Deputy Minister, Northern Ontario Heritage Fund Corporation and senior management. Activities include strategic planning media relations, special events coordination, briefing notes and contentious issues management servicing public inquiries, editorial services, creative services brokering, translation services as well as coordinating the maintenance and development of the ministry's Internet and Intranet sites.

VIDEOCONFERENCE

Suite 606, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7111
Fax (416)327-0634 (Toronto)
Fax (705)670-7108 (Sudbury)
Fax (705)945-5932 (Sault Ste Marie)
8:30 - 5:00

Videoconferencing employs a system of cameras, microphones, speakers, electronics, TV monitors and telecommunication facilities that permits two or more individuals or groups, separated by distance, to carry on audio and video conversation.

CORPORATE POLICY SECRETARIAT

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0630
Fax (416)327-0634
8:30 - 5:00

The Corporate Policy Secretariat is responsible for managing and developing the ministry's policy agenda on behalf of the Ministry Executive Committee. The unit gathers ongoing information/ intelligence on the broad corporate policy environment, and assesses northern and mineral industry impacts of policies proposed by other ministries.

LEGAL SERVICES

Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)327-0645
Fax (416)327-0646

The Legal Services office provides legal services to ministry officials and staff in relation to ministry programs and services.

INTERNAL AUDIT SERVICES

Suite 704, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7297
Fax (705)670-7294
8:30 - 5:00

Internal Audit Services performs an assurance consulting function, which assists the ministry in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control and governance.

BUSINESS PLANNING SECRETARIAT

Suite 705, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7050
Fax (705)670-7057
8:30 - 5:00

The Business Planning Secretariat provides business planning advice and resource management services to enable the ministry to fulfill its mandate.

FINANCIAL AND ADMINISTRATIVE SERVICES

Suite 701, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7340
Fax (705)670-7333
8:30 - 5:00

Financial and Administrative Services is responsible for providing corporate direction, policy interpretation and development in the areas of procurement and assets management, facilities management, various office services (e.g., fleet and records management), and accounting and payroll services.

FINANCIAL PLANNING

Suite 705, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7191
Fax (705)670-7043
8:30 - 5:00

Financial Planning coordinates the ministry's business planning and allocations process. It is also responsible for coordinating financial reporting for the ministry as required by the legislature and central agencies of the government.

HUMAN RESOURCES MANAGEMENT

Suite 702, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7197
Fax (705)670-7213
8:30 - 5:00

Human Resources Management provides strategic advice, guidance and policy direction on issues of position administration, employee relations, recruitment and redeployment, compensation and benefits, succession planning, training and development, performance and career management, and occupational health and safety.

INFORMATION TECHNOLOGY MANAGEMENT

Suite 605, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7070 (Help Desk)
Toll Free 1-800-461-3449 (Help Desk)
Fax (705)670-7099
Fax (705)670-5905 (Year 2000 Business Continuity Project)
8:15 - 4:30

Information Technology Management ensures that the full power of information technology is applied quickly and cost effectively to meet the ministry's business needs. Information Technology Management provides coordination, direction, interpretation, planning, implementation and project management support in the areas of policies and standards, technical infrastructure, network and desktop support, and application acquisition, development and maintenance.

MINES AND MINERALS DIVISION

Willet Green Miller Centre
Level B-6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5755
Fax (705)670-5818
8:30 - 5:00

The Mines and Minerals Division is responsible for a number of activities and programs which are described in individual entries, e.g. Mining Lands Section, Mines Group Section, Data Services Section, Information Services Section, Ontario Geological Survey Precambrian Geoscience Section, Ontario Geological Survey Resident Geologists' Section, Ontario Geological Survey Sedimentary Geoscience Section, and Geoscience Laboratories. Refer to individual entries for descriptions.

DATA SERVICES SECTION

Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Fax (705)670-5754
8:30 - 5:00

The Data Services Section assists the information gathering, access and distribution goals of the Mines and Minerals Division by developing and maintaining digital information standards, procedures, repositories and access methods; by operating digital data distribution channels; by working with the identified data stewards to assure cost effective accuracy, completeness and currency of the public digital databases of the division; by managing a digital data warehouse of geoscience and mining information with on-line, user-friendly access; by providing off-line digital data distribution; by supporting regional stand-alone data access facilities; and by using Internet to facilitate self-help in information awareness, data access and acquisition.

Services offered to the Public:
Digital Data and Maps
Earth Resources Land Information System

GEOSCIENCE LABORATORIES SECTION

Willet Green Miller Centre
Level A-3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5637
Fax (705)670-3047
8:30 - 5:00

The Geo**science Laboratories** provide high quality geoanalytical data in support of the program of the Mines and **Mineral**s Division and the minerals industry client groups. In particular, it provides a wide range of high quality mineralogical and elemental analysis services to the client group; advises **prospector**s and public; keeps pace with developments in geoanalytical methodologies and their applications; anticipates and responds to demands for improved procedures and develops capabilities accordingly; maintains a quality geoanalytical facility; and maintains a high profile with the international geoanalytical, geological and geo**chemical** communities.

Services offered to the Public:
Geoscience Laboratories

INFORMATION SERVICES SECTION

Willet Green Miller Centre
Level B-6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5838
Fax (705)670-5807
8:30 - 5:00

The **Information Service**s Section's main functions are: to play a lead role in developing and advocating initiatives to create an improved climate for **mineral investment**; to market mineral exploration and development opportunities and provide the division's services through its business arm "GEO Enterprises Ontario"; to collect, house and publish information on the provinces' geological resources and the mineral sector; and to advocate protection of mineral deposits and

areas of mineral potential from incompatible uses through **land use planning** and policy coordination.

Services offered to the Public:
Business Development Program
GEOEnterprises Ontario
Geoscience Library
Publication Sales

MINES LIBRARY

Willet Green Miller Centre
Level A-3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5615
Fax (705)670-5770
8:30 - 5:00

The Mines **Library** contains **publications** on **geology**, **mining** and **mineral** resources. Its holdings include reports of the Ontario Geological Survey (from 1891), the Geological Survey of Canada (from 1845), other provincial geological **surveys**, the U.S. Geological Survey and surveys from individual states, reports and **maps** for Precambrian regions of the world, selected texts on geochemistry, geophysics, **engineering** geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable the user to access the collection. The Mines Library subscribes to over 200 scientific journals and maintains a large collection of geological and aeromagnetic maps covering Ontario. Photocopies are provided at a nominal charge.

PUBLICATION SALES

Willet Green Miller Centre
Level A3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5691
Toll Free 1-888-415-9845 (Ontario Geological Survey)
Fax (705)670-5770
8:30 - 5:00

The Publication Sales Outlet is responsible for the sale of all Mines and **Mineral**s Division **publications**, including Ontario Geological Survey reports and maps. Mail, fax, and telephone orders should be directed to the sales outlet at 933 Ramsey Lake Road, Level A3, Sudbury, Ontario P3E 6B5. If you are ordering by mail or by fax, please call 1-888-415-9845 (toll-free inside Canada and the United States) or e-mail salespu@epo.gov.on.ca to confirm the publication price and the amount of shipping charges. Provincial sales tax applies to map orders from Ontario residents. The federal Goods and Services Tax applies to all orders from Canadian residents. Use of VISA or MasterCard ensures the fastest possible service. Cheques or money orders should be made payable to the Minister of Finance.

PUBLICATION SERVICES

Willet Green Miller Centre
Level B-4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5838
Fax (705)670-5690
8:30 - 5:00

Publication Services is the publisher for the Ontario Geological Survey, editing and producing the results of the Survey's **research** in the form of reports and maps. The Interleaf text **publishing** system and Intergraph map publishing system enable publications to be distributed by the traditional offset printing method, by electronic distribution and through on-demand reproduction of hard copy. The electronic text and map files are being incorporated into the databases being constructed and managed by the Data Services Section. Publication Services is also responsible for the Publication Sales Office at the Willet Green Miller Centre in Sudbury.

MINES GROUP

Willet Green Miller Centre
Level B-4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Toll Free 1-888-415-9845 (OPAP)
Fax (705)670-5803
8:30 - 5:00

The Mines Group role is to encourage, promote and facilitate the sustained **economic development** of Ontario's **mineral** resources in an **environment**ally responsible manner; to administer Part VII of the **Mining** Act; to facilitate mineral development through the provision of a one-window approach to **permit**ting and regulation; to identify new opportunities to expand Ontario's industrial mineral and dimension stone industries; to manage Ontario **Prospector**s Assistance Program in a fair and consistent manner; to ensure that mine sites are both developed and closed safely and in a manner consistent with sound environmental closure design; to assist the mining industry in meeting the requirements of the Mining Act and, in instances of non-cooperation, to achieve compliance in a fair, firm and professional manner; to strive to minimize risk to public health and **safety** and the environment due to features or hazards associated with inactive, abandoned and orphaned mine sites in Ontario.

Services offered to the Public:
Abandoned Mines Information
Commodities
Mine Closure Plans pursuant to Part VIII of the Mining Act
Mineral Development Program
Ontario Prospectors Assistance Program

NORTHEAST - MINERAL DEVELOPMENT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
Fax (705)235-1620
8:15 - 4:30

NORTHWEST - MINERAL DEVELOPMENT OFFICE
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2916
Fax (807)475-1112 (Thunder Bay)
Fax (807)468-2930 (Kenora)
8:15 - 4:30

MINING LANDS SECTION

Willet Green Miller Centre
Level B-6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5841
Fax (705)670-5863
8:30 - 5:00

The Role of the Mining Lands Section is to provide orderly and equitable processes that ensure public access to Crown **mineral** rights for the exploration and potential development of mining lands; to consolidate and enhance the administration, registration and acquisition processes of mining lands in Ontario; to provide province-wide public, computerized access to mining lands information; to ensure that the administrative processes for the approval of client submitted assessment work provides the mineral exploration industry with a high quality geoscientific database for reference; to maximize the mining **land** tax and lease rental revenues; to continue the enhancement of the Mining Act and its regulations in consultation with local **prospector**s' associations and the Minister's Mining Act Advisory Committee.

GEOSCIENCE ASSESSMENT OFFICE

Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
Toll Free 1-888-415-9845 (Assessment Work Enquiries)
Fax (705)670-5881
Toll Free Fax 1-877-670-1555
8:30 - 5:00

The Geoscience **Assessment** Office receives assessment work submissions for all types of assessment work filed to keep **mining claims** in good standing in Ontario. It determines if assessment work is eligible for recording, and ensures that good quality data from this assessment work goes into the provincial geoscience database. It **records** notice of intention to perform assessment work. The office processes distributions of assessment work from the reserve and claim bank. It determines eligibility of exploration expenditures. It notifies clients regarding deficiencies and reductions in assessment work, outlining the corrective action required, and time limits for response. It determines and maintains the industry **standards** for the **evaluation** of assessment work in a database. It also responds to inquiries about assessment work related issues and provides information, advice and assistance.

Services offered to the Public:
Administration of the Mining Act and Regulations

MINING LANDS DISPOSITIONS OFFICE

Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5847
Toll Free 1-888-415-9845
8:30 - 5:00

Mining Lands Dispositions Office is responsible for administration and collection of Mining **Land** Tax, Mining Lease and **Licence** rentals. It maintains databases essential to the administration of all patented, leased and licensed Mining Lands in Ontario.

Services offered to the Public:
Consent to Transfer Leases and Licences
General Mining Land Information
Municipal Tax Sales
Tax and Rent Information

PROVINCIAL RECORDING OFFICE

Willet Green Miller Centre
Level B-3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5742
Toll Free 1-888-415-9845
Fax (705)670-5681
Toll Free Fax 1-877-670-1444
8:30 - 5:00

Provincial Recording Office provides orderly and equitable processes for the administration and **registration** of **mining** lands in Ontario, and provides province-wide public computerized access to mining lands information through CCS.

Services offered to the Public:
Application of legal principles to determine if documents are acceptable for filing
CCS Services (Reports)
Claim Maps
Claim Tags
Client Number
Commissioner of Oaths in the Province of Ontario under the Mining Act.
Consultation services on Mining Act and Regulation
Disputes/Hearings
Exclude time on unpatented claims for performance of work
Extensions of Time
Fax Service
Hearings regarding recommendations to revoke/suspend prospectors licences
Issue of Permanent Licence
Issue of orders to move posts etc. to ensure integrity of land
Line Post Tags
Maintenance and Access to Documents Filed Under the Mining Act
Preparation of Lease Requisitions
Prospectors Licence
Recording of Claims
Relief from Forfeiture
Renewal Prospectors Licence
Substitution/Duplication of Licence
Transfers of Recorded Mining Claims

KIRKLAND LAKE
10 Government Rd E
Kirkland Lake P2N 1A8
General Inquiry (705)568-4521
Fax (705)568-4515
8:30 - 5:00

RED LAKE
Ontario Government Bldg
227 Howey St
PO Box 324
Red Lake P0V 2M0
General Inquiry (807)727-3284
Fax (807)727-3553
8:30 - 5:00

SAULT STE MARIE
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6925
Fax (705)945-6935
8:30 - 5:00

SUDBURY/TORONTO
Willet Green Miller Centre
Level B3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
Toll Free 1-888-415-9845
Fax (705)670-5681
Toll Free Fax 1-877-670-1444
8:30 - 4:45

THUNDER BAY
Suite B003, 435 James St S
Thunder Bay P7E 6E3
General Inquiry (807)475-1311
Fax (807)475-1124
8:30 - 5:00

TIMMINS
Ontario Government Complex
E Wing, Hwy 101 E
PO Box 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1600
Fax (705)235-1610
8:30 - 5:00

ONTARIO GEOLOGICAL SURVEY - PRECAMBRIAN GEOSCIENCE

Willet Green Miller Centre
Level B7, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
8:30 - 5:00

The Precambrian Geoscience Section of the Ontario Geological Survey is responsible for the geological and geophysical mapping of the bedrock and **mineral** deposits of the Precambrian Shield. Geological and geophysical field **surveys** and studies are published as regional bedrock **geology** and geophysical **maps** and reports describing the geology of specific areas. Geological field investigations are also carried out on known mineral deposits and occurrences and the immediate surroundings. Historic airborne magnetic and electromagnetic geophysical data are maintained in digital and hardcopy format for analysis and distribution to clients.

Services offered to the Public:
Cooperative Bedrock Geological Program
Geophysics Program
Mineral Deposit Program
Precambrian Geology Program

ONTARIO GEOLOGICAL SURVEY - RESIDENT GEOLOGIST PROGRAM

Willet Green Miller Centre
Level B-4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Fax (705)670-5754
8:30 - 5:00

Through a network of 10 offices strategically located across the province, the role of the OGS's Resident Geologist's Program is to monitor, stimulate and facilitate the sustainable development of Ontario's **mineral** resources by providing expert geological consultation and advisory services to promote and stimulate mineral exploration; generating and transferring new geoscientific data and ideas; maintaining and providing public access to geoscience databases and other resource materials; monitoring and reporting on mineral exploration and development activity and issues affecting the minerals sector; providing input into **land use planning** issues to ensure continued access to high mineral potential areas, to maximize the **land** base available for mineral exploration

and development, and to ensure public safety; and providing and/or participating in public forums to promote Ontario's minerals industry.

Services offered to the Public:
Access to Assessment Files
Access to and Use of Drill Core Library System
Access to and Use of Earth Resources & Land Information System (ERLIS)
Access to and Use of Resident Geologist Office Library
Access to and Use of the Mineral Deposits Inventory Database
In-office and in-field Geological Consultation and Advisory Services
Mineral Resource Assessments
Resident Geologist Program Yearly Report of Activity

MINES AND MINERALS INFORMATION CENTRE

Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)314-3800
Fax (416)314-3797
8:15 - 4:30

The Mines and **Minerals** Information Centre is open to the public. The Centre offers a reference **library**, access to the ERLIS database (Earth Resources **Land** Information System) and purchase of Ontario geological **maps** and reports. Staff is available to answer questions.

SOUTHWESTERN ONTARIO - TORONTO
MacDonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)314-3800
Fax (416)314-3797
8:30 - 5:00

NORTH EAST REGIONAL OFFICE

Ontario Government Complex
Hwy 101 E
PO Box 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1615
Fax (705)235-1620
8:30 - 5:00

KIRKLAND LAKE
10 Government Rd E
PO Box 100
Kirkland Lake P2N 3M6
General Inquiry (705)567-4550
Fax (705)567-4515
8:30 - 5:00

SAULT STE MARIE
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6931
Fax (705)945-6935
8:30 - 5:00

SOUTH PORCUPINE/TIMMINS
Ontario Government Complex
Hwy 101 E
PO Box 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1615
Fax (705)235-1620
8:30 - 5:00

SUDBURY
B3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5735
Fax (705)670-5681
8:30 - 5:00

NORTH WEST REGIONAL OFFICE

Suite B002, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

KENORA
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2813
Fax (807)468-2823
8:30 - 5:00

RED LAKE
Ontario Government Bldg
227 Howey St
PO Box 324
Red Lake P0V 2M0
General Inquiry (807)727-3272
Fax (807)727-3553
8:30 - 5:00

SIOUX LOOKOUT
62 Queen St
PO Box 3000
Sioux Lookout P8T 1C6
General Inquiry (807)737-2037
Fax (807)737-3419
8:30 - 5:00

THUNDER BAY NORTH
Ontario Government Bldg
Suite B002, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

THUNDER BAY SOUTH
Ontario Government Bldg
Suite B002, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

SOUTHERN ONTARIO - TWEED

Old Troy Rd
Bag Service 43
Tweed K0K 3J0
General Inquiry (613)478-3161
Fax (613)478-2873
8:30 - 5:00

ONTARIO GEOLOGICAL SURVEY - SEDIMENTARY GEOSCIENCE SECTION

Willet Green Miller Centre
Level B-7, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
8:30 - 5:00

The Ontario Geological Survey, Sedimentary Geoscience Section provides mapping and geo**chemical** investigation of Ontario's Quaternary and Paleozoic-age materials and sediments within areas of high **mineral** potential in order to assist exploration and provide a framework for mineral development. This section has four key programs: Surficial Geochemical Program, Quaternary Mapping Program, Paleozoic Mapping Program and the **Aggregate** Inventory Program.

Services offered to the Public:
Aggregate Mapping Program
Paleozoic Mapping Program
Quaternary Mapping Program
Surficial Geochemical Program

NORTHERN DEVELOPMENT DIVISION

Roberta Bondar Place
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5900
Toll Free 1-800-461-2287
Fax (705)945-5931
8:30 - 5:00

The Northern Development Division is comprised of the Program and Service Delivery Branch, Regional Economic Development Branch, Trade and Investment Marketing Branch, Programs and Transportation Branch, Northern Services Implementation Team, Regional Service Delivery Restructuring Project and the Northern Ontario Heritage Fund Corporation. The division is responsible for economic development for Northern Ontario and for the delivery of a variety of government programs and/or services in the north relating to **community**/regional economic development, transportation and community infrastructure.

DELIVERY OF GOVERNMENT SERVICES

Ontario Government Complex
E Wing, Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1650
Toll Free 1-877-817-6636
Fax (705)235-1660 (Timmins)
8:30 - 5:00

The Delivery of Government Services unit is staffed by Client Services Advisers located in 32 communities in **Northern Ontario**. The unit provides customer service support by responding to front counter and telephone requests for assistance/information regarding federal and provincial programs. Brochures on various federal and provincial programs are available. A toll free line for telephone inquiries from outlying areas will connect clients to the closest office.

ATIKOKAN
Voyageur Mall
108 Saturn Ave
PO Box 940
Atikokan P0T 1C0
General Inquiry (807)597-2701
Toll Free 1-877-817-6636
Fax (807)597-6185
8:30 - 5:00

BLIND RIVER
Ontario Government Bldg
62 Queen St
PO Box 760
Blind River P0R 1B0
General Inquiry (705)356-2226
Toll Free 1-877-817-6636
Fax (705)356-7441
8:30 - 4:45

CHAPLEAU
190 Cherry St
PO Box 488
Chapleau P0M 1K0
General Inquiry (705)864-1515
Toll Free 1-877-817-6636
Fax (705)864-0681
8:30 - 5:00

COCHRANE
2 Third Ave
PO Box 668
Cochrane P0L 1C0
General Inquiry (705)272-4274
Toll Free 1-877-817-6636
Fax (705)272-3489
8:30 - 5:00

DRYDEN
479 Government Rd
PO Bag 3000
Dryden P8N 2Y4
General Inquiry (807)223-8500
Fax (807)223-8502
8:30 - 5:00

ELLIOT LAKE
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-7133
Toll Free 1-877-817-6636
Fax (705)848-2408
8:30 - 5:00

ESPANOLA
Suite 2, 148 Fleming St
Espanola P5E 1R8
General Inquiry (705)869-1532
Toll Free 1-877-817-6636
Fax (705)869-5602
8:30 - 5:00

FORT FRANCES
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-5329
Toll Free 1-877-817-6636
Fax (807)274-4438
8:30 - 5:00

GERALDTON
208 Beamish Ave W
PO Box 69
Geraldton P0T 1M0
General Inquiry (807)854-0266
Toll Free 1-877-817-6636
Fax (807)854-0335
8:30 - 5:00

GORE BAY
35 Eleanor St
PO Bag 9
Mindemoya P0P 1H0
General Inquiry (705)282-2043
Toll Free 1-800-463-8358
Fax (705)282-2792
8:30 - 5:00

HEARST
613 Front St
PO Box 1688
Hearst P0L 1N0
General Inquiry (705)362-4358
Toll Free 1-877-817-6636
Fax (705)362-7011
8:30 - 5:00

IGNACE
Hwy 599 at Hwy 17
Ignace P0T 1T0
General Inquiry (807)934-2260
Toll Free 1-877-817-6636
Fax (807)934-2304
8:30 - 5:00

IROQUOIS FALLS
260 Main St
PO Box 460
Iroquois Falls P0K 1G0
General Inquiry (705)232-4001
Toll Free 1-877-817-6636
Fax (705)232-6553
8:30 - 5:00

KAPUSKASING
Ontario Government Bldg
West Rd
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)335-6008
Toll Free 1-877-817-6636
Fax (705)335-8765
8:30 - 5:00

KENORA
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2803
Toll Free 1-877-817-6636
Fax (807)468-2941
8:30 - 5:00

KIRKLAND LAKE
10 Government Rd E
PO Box 100
Kirkland Lake P2N 3M6
General Inquiry (705)568-4550
Toll Free 1-877-817-6636
Fax (705)568-4515
8:30 - 5:00

MANITOUWADGE
Manitou Rd
PO Box 1168
Manitouwadge P0T 2C0
General Inquiry (807)826-3227x249
Toll Free 1-877-817-6636
Fax (807)826-4591
10:00 - 3:00

MARATHON
Suite 105, 52 Peninsula Rd Centre Block
PO Box 280
Marathon P0T 2E0
General Inquiry (807)229-1153
Toll Free 1-877-817-6636
Fax (807)229-1592
8:30 - 5:00

MOOSONEE
Ontario Government Bldg
Revillion Rd N
PO Box 307
Moosonee P0L 1Y0
General Inquiry (705)336-2991
Toll Free 1-877-817-6636
Fax (705)336-2983
8:30 - 5:00

NEW LISKEARD
280 Armstrong St
PO Box 68
New Liskeard P0J 1P0
General Inquiry (705)647-7391
Toll Free 1-877-817-6636
Fax (705)647-8462
8:30 - 5:00

NIPIGON
5 Wadsworth Dr
PO Box 8
Nipigon P0T 2J0
General Inquiry (807)887-3230
Toll Free 1-877-817-6636
Fax (807)887-2993
8:30 - 5:00

NORTH BAY
447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6822
Toll Free 1-877-817-6636
Fax (705)497-5544
8:30 - 5:00

PARRY SOUND
Ontario Government Bldg Complex
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)773-4216
Toll Free 1-877-817-6636
Fax (705)746-8828
8:30 - 5:00

RAINY RIVER
408 Atwood Ave
PO Box 430
Rainy River P0W 1L0
General Inquiry (807)852-3287
Toll Free 1-877-817-6636
Fax (807)852-3938
8:45 - 4:45

RED LAKE
227 Howey St
PO Box 950
Red Lake P0V 2M0
General Inquiry (807)727-2870
Toll Free 1-877-817-6636
Fax (807)727-2946
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Bldg
Main Flr, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-5877
General Inquiry (945)945-5825
Fax (705)945-5958
8:30 - 5:00

SIOUX LOOKOUT
62 Queen St
PO Box 147
Sioux Lookout P8T 1A2
General Inquiry (807)737-1318
Toll Free 1-877-817-6636
Fax (807)737-3419
8:30 - 5:00

SOUTH PORCUPINE
Ontario Government Bldg Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1667 (Timmins)
Fax (705)235-1668
8:30 - 5:00

STURGEON FALLS
94A King St
PO Box 1930
Sturgeon Falls P0H 2G0
General Inquiry (705)753-2900
Toll Free 1-877-817-6636
Fax (705)753-2717
8:45 - 4:45

SUDBURY
Suite 103, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-0061
General Inquiry (705)564-0060
Fax (705)564-0063
8:30 - 5:00

THUNDER BAY
Ontario Government Bldg
Main Flr, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1425
General Inquiry (807)473-3126
Fax (807)475-1763
8:30 - 5:00

WAWA
Hwy 101
PO Box 1370
Wawa P0S 1K0
General Inquiry (705)856-2354
Toll Free 1-877-817-6636
Fax (705)856-7511
8:30 - 5:00

NORTHERN ONTARIO HERITAGE FUND CORPORATION

Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6700
Toll Free 1-800-461-8329
Fax (705)945-6701 (Sault Ste Marie)
Fax (807)468-2930 (Kenora)
8:30 - 5:00

The **Northern Ontario** Heritage Fund Corporation (**NOHFC**) has a mandate to improve Northern Ontario's **telecommunications** and **transportation** infrastructure, develop and market regional **tourism** projects, and support strategic partnerships which will stimulate a wide variety of economic opportunities across the North. Forms of assistance available through the NOHFC will include conditional contributions, forgivable performance loans, incentive term loans and **loan** guarantees. Contact the corporation's head office, or any Ministry of Northern Development and Mines office in the appropriate area.

Services offered to the Public:
Infrastructure Program
Strategic Partnership Program
Tourism Program

NORTHERN SERVICES IMPLEMENTATION PROJECT

Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7314
Fax (807)475-1589 (Thunder Bay)
Fax (705)356-7441 (Blind River)
Fax (705)494-4069 (North Bay)
Fax (705)670-7313 (Sudbury)
Fax (705)670-7442 (Sudbury Communications)
www.gov.on.ca/MNDM/nordev/NSIP/index_e.htm
8:30 - 5:00

The Northern Services Implementation Project (NSIP) is responsible for coordinating inter-ministry activities in the North for the implementation of Local Services Realignment (LSR). The NSIP team works with LSR ministries, **municipal**ities and unincorporated areas by providing consulting expertise, technical support and training to ensure a smooth transition to a new provincial-municipal relationship in the delivery and funding of local services. To assist Northern stakeholders in achieving cost savings and efficiencies through the consolidation and streamlining of service delivery, the NSIP team promotes the integration and coordination of these efforts to optimize the benefit of LSR. Under the Northern Services Boards Act (NSBA), northern communities can propose the establishment of Area Services Boards or Local Services Boards to consolidate service delivery on an area-wide basis. The NSIP team assists communities interested in the opportunities provided by the NSBA.

PROGRAMS AND TRANSPORTATION

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)670-7032 (Sudbury)
General Inquiry (705)945-5929 (Sault Ste Marie)
Fax (705)945-5931 (Sault Ste Marie)
Fax (705)670-7063 (Sudbury)
8:30 - 5:00

Programs and Transportation recommends policies and programs designed to address Northern needs and circumstances; evaluates existing and proposed initiatives, e.g., transportation; communicates special northern circumstances to other ministries; and identifies and addresses emerging northern issues. The Transportation Program is undertaken in cooperation with the Ontario Ministry of Transportation and the Ontario Northland Transportation Commission (ONTC). The Transportation Program includes a variety of programs directed towards the provision of capital infrastructure and passenger services.

Services offered to the Public:
Access Roads
Canada/Ontario Infrastructure Works
Logistics Consulting
Northern Roads Remote Airports
Winter Roads

REGIONAL ECONOMIC DEVELOPMENT BRANCH

Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7138
Fax (705)670-7155 (General)
Fax (705)670-7063 (Director's Office)
8:30 - 5:00

The Regional Economic Development Branch is comprised of six integrated area teams and one Regional Economic Development Unit (REDU). The Area Teams are the focal point for service delivery in the key economic sectors of the north. Located throughout Northern Ontario, the teams provide clients with one-stop access to economic development services. The Regional Economic Development Unit coordinates input from the area teams, liaises with line ministries, undertakes research and analysis on broad economic trends and pan-northern initiatives. The integrated approach allows MNDM to more effectively support economic development initiatives in the North by providing a wide range of products and services. This Branch is also responsible for the administration of six Business Self-Help Offices located throughout the North.

Services offered to the Public:
Business Consulting
Business Retention & Expansion
Business Self-Help Offices
Community Development
Leadership Development
Local Services Boards
Northern Ontario Heritage Fund
Organization Development
Rural Job Strategy Fund
Rural Youth Job Strategy
Summer Jobs Service
Tourism Consulting
Veterinary Assistance Program
Violence Against Women Prevention Initiative - 1999/2000

AREA TEAMS

The Area Teams are the focal point for service delivery in the key economic sectors of the North. Located throughout **Northern Ontario**, the teams provide clients with one-stop access to **economic development** services

KENORA AND AREA
Suite 104, 810 Robertson St
Kenora P9N 4J2
Fax (807)468-2930 (Kenora)
Fax (807)468-2941 (NDO Kenora)
Fax (807)727-2946 (Red Lake)
Fax (807)737-3419 (Sioux Lookout)
Fax (807)223-8502 (Dryden)
Fax (807)274-4438 (Fort Frances)
Fax (807)934-2304 (Ignace)
Fax (807)852-3938 (Rainy River)
8:30 - 5:00

NORTH BAY AND AREA
1st Flr, 147 McIntyre St W
North Bay P1B 2Y5
General Inquiry (705)647-7391
Fax (705)647-7993 (New Liskeard)
Fax (705)494-4069 (North Bay)
Fax (705)753-2717 (Sturgeon Falls)
8:30 - 5:00

SAULT STE MARIE AND AREA
Roberta Bondar Place
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5914
Fax (705)945-5931 (Sault Ste Marie)
Fax (705)356-7441 (Blind River)
Fax (705)864-0681 (Chapleau)
Fax (705)856-7511 (Wawa)
Fax (705)848-2408 (Elliot Lake)
8:30 - 5:00

SUDBURY AND AREA
Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7145
Fax (705)282-2792 (Gore Bay)
Fax (705)869-5602 (Espanola)
Fax (705)670-7155 (Sudbury)
Fax (705)746-8828 (Parry Sound)
8:30 - 5:00

THUNDER BAY AND AREA
Suite 332, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1648
Fax (807)475-1589 (Thunder Bay)
Fax (807)597-6185 (Atikokan)
Fax (807)229-1592 (Marathon)
Fax (807)887-2993 (Nipigon)
Fax (807)854-0335 (Geraldton)
Fax (807)826-4592 (Manitouwadge)
8:30 - 5:00

TIMMINS AND AREA
Ontario Government Complex
E Wing, Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1664
Fax (705)362-7011 (Hearst)
Fax (705)235-1660 (South Porcupine)
Fax (705)272-3489 (Cochrane)
Fax (705)232-6553 (Iroquois Falls)
Fax (705)335-8765 (Kapuskasing)
Fax (705)336-2983 (Moosonee)
Fax (705)568-4515 (Kirkland Lake)
8:30 - 5:00

BUSINESS SELF-HELP OFFICES

Business Self-Help Offices have been established in partnership with local economic development organizations in Thunder Bay, Sault Ste Marie, Sudbury, North Bay, Haileybury and Timmins in order to encourage and simplify business start-up. The Self-Help Office located in Sudbury, has become a Regional Business Centre and provides expanded services to assist new and existing businesses. The Self-Help Offices provide free information and advisory services for anyone wanting to start their own business. They offer a comprehensive library of small business start-up resource material, as well as introductory consultations on preparing a business plan, managing a new business, rules and regulations governing new businesses and information on government assistance programs and other sources of help.

ALGOMA BUSINESS SELF-HELP OFFICE
3rd Flr, 99 Foster Dr
Sault Ste Marie P6A 5X6
General Inquiry (705)759-5461
Toll Free 1-800-565-4507
Fax (705)759-2185
8:30 - 4:30

NORTH BAY BUSINESS SELF-HELP OFFICE
4th Flr, 200 McIntyre St E
PO Box 360
North Bay P1B 8H8
General Inquiry (705)474-0400
Toll Free 1-800-465-6892
Fax (705)474-4493
8:30 - 4:30

SUDBURY REGIONAL BUSINESS CENTRE
Tom Davies Square
200 Brady St
Sudbury P3E 5K3
General Inquiry (705)688-7582
Toll Free 1-800-668-7582
Fax (705)671-6767
8:30 - 4:30

THUNDER BAY AND AREA BUSINESS SELF-HELP OFFICE
Suite 102, 200 Syndicate Ave S
Thunder Bay P7E 1C9
General Inquiry (807)625-3972
Toll Free 1-800-668-9360
Fax (807)623-3962
8:30 - 4:30

TIMMINS AND AREA BUSINESS SELF-HELP OFFICE
54 Spruce St S
Timmins P4N 2M5
General Inquiry (705)360-8482
Toll Free 1-800-461-2936
Fax (705)360-1394
8:00 - 4:00

TIMISKAMING DISTRICT BUSINESS SELF-HELP OFFICE
467 Ferguson Ave
PO Box 339
Haileybury P0J 1K0
General Inquiry (705)672-5155
Toll Free 1-800-361-2281
Fax (705)672-5959
8:30 - 4:30

REGIONAL ECONOMIC DEVELOPMENT UNIT

Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7312
Fax (705)670-7155 (Sudbury)
Fax (807)475-1589 (Thunder Bay)
8:30 - 5:00

The Regional Economic Development Unit coordinates input from the area teams, liaises with line ministries, undertakes research and analysis on broad economic trends and pan-northern initiatives.

REGIONAL SERVICE DELIVERY RESTRUCTURING PROJECT

Ontario Government Bldg Complex, Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1667
Fax (807)475-1589 (Thunder Bay)
Fax (705)235-1660 (South Porcupine/Timmins)
Fax (705)494-4069 (North Bay)
8:30 - 5:00

The Regional Service Delivery Restructuring Project provides, through 28 Government Information Centres, seamless access to government information and services. The project is undertaken in harmony with overall government initiatives related to restructuring including: Service Ontario, PACE, Ontario Business Connects and OPS restructuring.

TRADE AND INVESTMENT MARKETING

Willet Green Miller Centre
Level B-6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5838
Fax (807)475-1589 (Thunder Bay)
Fax (705)670-5807 (Sudbury)
8:30 - 5:00

Trade and **Investment** Marketing coordinates activities within: the Ministry of Northern Development and Mines; the Ministry of Economic Development, Trade and Tourism, and other economic development ministries; the federal government; northern communities and industry to increase exports of goods and services. It also provides leadership in promoting Northern Ontario as a good place to live, work and invest.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO NORTHLAND TRANSPORTATION COMMISSION

555 Oak St E
North Bay P1B 8L3
General Inquiry (705)472-4500
Fax (705)472-4267
www.ontc.on.ca

The Ontario Northland **Transportation** Commission (ONTC), a Crown agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide telecommunication services through transportation and **telecommunications**, rail, bus, **ferry**, **marine** transportation for both passengers and **freight**; and telephone, **radio** and **television** telecommunications linking northern communities to one another and to the rest of Ontario and Canada. Land transportation services consist of **rail** and bus transport. Rail passenger services include the Polar Bear Express between Cochrane and Moosonee, the Northlander between North Bay and Cochrane with connector bus service to Timmins and Hearst, and a mixed passenger-freight train between Cochrane and Moosonee.

ACTS

Local Services Boards Act
Mining Act
Ministry of Northern Development and Mines Act
Northern Ontario Heritage Fund Act
Ontario Mineral Exploration Program Act
Ontario Northland Transportation Commission Act
Township of Marathon Land Act

MINISTRY OF THE SOLICITOR GENERAL

George Drew Bldg
11th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-5000
www.sgcs.gov.on.ca
9:00 - 5:00

The Solicitor General is responsible for overseeing law enforcement and public safety across Ontario. These diverse and complex responsibilities are administered by a number of highly specialized organizations within the Ministry.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-5010
(416)326-5000 (General Information on Ministry Programs)
Fax (416)326-0498
www.solicitorgeneral.msg.gov.on.ca
8:00 - 5:00

With a variety of strategic communication services, the Communications Branch supports the ministry's policies and programs to enhance public safety by creating a more modern, effective and efficient justice system in Ontario. The Communications Branch coordinates media conferences, events and interviews for the Solicitor General and senior ministry officials. It provides advice on communications planning and tactics, and produces statements, media releases, speeches, public service announcements and related materials. Specialized units are dedicated to strategic communications, issues coordination and correspondence management. All information material for the media and the public are available in English and French.

INDEPENDENT INVESTIGATIONS UNIT

2nd Flr, 880 Bay St
Toronto M5S 1Z8
General Inquiry (416)326-5070
Toll Free 1-800-463-9760
Fax (416)326-5029
9:00 - 5:00

The **Independent Investigations** Unit (IIU) investigates allegations that the Workplace Discrimination and Harassment Prevention (WDHP) Operating Policy has been violated by employees in the Ministry of the Solicitor General (excluding allegations against police officers) or by employees of the Ministry of Correctional Services. The IIU also investigates allegations that employees of the Ministry of Correctional Services have committed sexual improprieties against clients of the Ministry, a process separate from the IIU's role in investigating alleged violations of the WDHP Operating Policy.

LEGAL SERVICES BRANCH

18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3509
(705)329-6881 (Orillia)
Fax (416)314-3518
Fax (705)329-6882 (Orillia)
8:30 - 5:00

The Legal Services Branch advises the Ministry of the Solicitor General on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations, contracts and other legal documents. It supplies general legal services such as preparing litigation, settling claims, providing legal opinions, and appearing at court hearings, administrative tribunals and inquests. It also acts as legal counsel for the Fire Safety Commission, and the Animal Care Review Board. The branch is staffed by employees of the Attorney General's Office. A Legal Services office is also located at 777 Memorial Avenue, Lincoln M. Alexander Bldg., Orillia L3V 7V3.

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6950
Fax (416)326-1104
9:00 - 5:00

The Integrated Justice Information Technology Division is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General, Ministry of the Solicitor General, and Ministry of Correctional Services and their external Justice partners - that enables transformation into a modern, effective and efficient justice system.

BUSINESS SOLUTIONS CONSULTANTS

5th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
(416)326-6628 (17th Flr, 18 King St E)
Fax (705)494-3259
9:00 - 5:00

The Business Solutions Consultants section provides services in five areas: Service Management includes enterprise wide Total Cost of Ownership; Communications develop and distribute information related to IT service direction; Strategic Planning facilitates the creation of the divisional plan and annual report; Governance & Investment Strategy provides a governance context for the provision of service in the Justice Enterprise; and Facilitation provides facilitation skills to both Integrated Justice Information Technology Division managers and customers on key projects - specifically those that address the following: migration to Justice Enterprise standard desktop, infrastructure and network; ensure Integrated Justice Project readiness; ensure customer compliance with ITstandards or strategies, and promote alignment with broader OPS directions related to IT.

GOVERNMENT MOBILE COMMUNICATIONS OFFICE

262 Britannia Rd E
Mississauga L4Z 1S6
General Inquiry (905)890-2479
Fax (905)890-1638
9:00 - 5:00

The Government Mobile Communications Project will pool government communications assets with private sector financing and expertise to meet future mobile communications needs of all government ministries and the broader public sector. The Ministry of the Solicitor General has the project lead. Both the OPP and the Corrections Division are mobile communications users. Other ministries involved in the project are Management Board Secretariat, Ministry of Natural Resources, Ministry of Transportation and Ministry of Health.

INFRASTRUCTURE SUPPORT BRANCH

5th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3231
Fax (705)494-3259
9:00 - 5:00

The Infrastructure Support Branch provides professional systems services for: Infrastructure (PCs, LANs) acquisition, configuration, installation support and management including leases and software licences; and electronic mail for the enterprise. Technology Support Centre (TSC) provides call centre support for all users of information technology including mission critical applications, network telephones, PCs, LANs. This service is provided not only to all three ministries in the Justice Enterprise but also to the Ministry of Health and the Municipal police departments. The Support Centre also provides productivity enhancement services through the review and recommendation of best practices in the use of office automation and management of a complex province-wide network of voice and data communications, allowing access to the data centres and to electronic mail.

INTEGRATED JUSTICE PROJECT

7th Flr, 55 York St
Toronto M5J 1R7
General Inquiry (416)325-1036
Fax (416)326-4797
9:00 - 5:00

The Integrated Justice Project will deliver solutions capable of supporting the Justice Enterprises' shared vision of an accessible and accountable justice system which provides fair and consistent treatment of persons, including the effective and efficient management of their cases. The project involves the Ministry of the Attorney General, Ministry of the Solicitor General and the Ministry of Correctional Services and includes all components of the justice system; the Bench, the Bar, Police, Corrections and the Public.

PLANNING SECTION

17th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)314-0168
Fax (416)314-0216
9:00 - 5:00

The Planning Section is responsible for the development and maintenance of the Information Technology Strategic Plan for the Ministries of the Attorney General, Solicitor General and Correctional Services; ensuring that the IT Plan is aligned with and supportive of the business plans of the various program areas within the Justice Enterprise. The section is also responsible for the planning, marketing and promotion of technology based solutions that will enable the ministries' program managers to meet their evolving business needs.

SOLUTIONS DELIVERY AND SUPPORT BRANCH

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6946
Fax (416)326-6628
9:00 - 5:00

Solutions Delivery and Support Branch is responsible for development of all corporate program delivery information systems, Internet advice and support, and Year 2000 coordination. The branch delivers applications systems to support ministry program management needs including: Ontario Municipal and Provincial Police Automation Cooperative (OMPPAC) which provides dispatch and report functions for 60 police services and the OPP, representing approximately 9,000 employees (municipal police and OPP) serving a population of over 3.0 million people in Ontario; Offender Management System (OMS) which provides the ministry with centralized offender information; Ambulance Response Information System which provides ambulance dispatch for Ministry of Health to all areas of the province outside Metropolitan Toronto; Integrated Courts Offence Network (ICON); and support to Executive Offices in the use of technology in Executive Information Services (EIS) and correspondence management.

ONTARIO PROVINCIAL POLICE

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6111
www.gov.on.ca/opp/

The functions of the Ontario Provincial **Police** include the performance of all duties and services in relation to the preservation of peace; prevention of **crime** and **offences** against the laws in force in Ontario and the criminal laws in Canada; and apprehension of criminals and **offender**s who may be lawfully taken into **custody**.

DEPUTY COMMISSIONER - PROVINCIAL COMMAND (CORPORATE SUPPORT)

OPP ERIC SILK LIBRARY

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6885
Fax (705)329-6887
8:15 - 4:30

The OPP Eric Silk **Library** provides resource material and information services that support projects, programs and organizational goals of the OPP. The Library has an excellent general collection on policing, as well as materials on community policing, specialized police functions, criminal justice, training and management. Statute law and case law form a large part of the collection and the Library subscribes to a number of justice-related professional serials to ensure that employees are kept up-to-date in the field. The Library also provides access to electronic information sources through on-line search services, CD-ROM and the Internet.

OPP MUSEUM

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6889
8:30 - 4:30

The Ontario Provincial Police **Museum** collects (for the purposes of preservation, research, interpretation and exhibition) the material culture that contributes to a greater understanding of policing in Ontario, both past and present. It specializes in the unique history of the Ontario Provincial Police Force from its creation in 1909 through to today. The Museum is located in OPP General Headquarters and is open Monday to Friday. Admission is free.

PROFESSIONAL STANDARDS BUREAU

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6051
Fax (705)329-6050
8:15 - 4:30

The Professional **Standards** Bureau is responsible for ensuring that proper measures are taken to promote the highest standards of conduct possible within the OPP. Such measures range from appropriate recognition of noteworthy service to corrective action for unsatisfactory behaviour. The bureau ensures compliance with applicable sections of the **Police** Services Act (PSA) and develops various programs to foster mutual respect and trust between the community and the OPP. These programs include: Public Appreciation; Incentives; Commendations and **Awards**; Public, Internal and Workplace Discrimination and Harassment Policy (WDHP) Complaints; Civil Litigation; Secondary Employment Activities; Legal Indemnification; Disciplinary procedures; and Ministry Administrative Investigation Service.

Services offered to the Public:
Public Complaints against Police Officers

PROVINCIAL TRAFFIC AND MARINE SAFETY BUREAU

Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6120
Fax (705)329-6123
8:15 - 4:30

The Provincial Traffic and **Marine** Safety Bureau provides leadership in traffic, marine, and motorized snow vehicle management through timely analysis, identification of trends, research and effective environmental scanning. Through the development of partnerships with enforcement, government, private sector and concerned agencies, and through the advancement of effective planning processes, contemporary and future issues are identified and resolutions proposed.

DEPUTY COMMISSIONER - PROVINCIAL COMMAND (OPERATIONS)

CRIMINAL INVESTIGATION BUREAU

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6310
Fax (705)329-6318
Fax (705)329-6304
8:30 - 4:30

Criminal Investigation Bureau is responsible for auto theft, anti-rackets, child pornography, **drug enforcement**, major case management, provincial **weapons** enforcement and Ontario illegal gaming enforcement.

INVESTIGATION SUPPORT BUREAU

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6316
Fax (705)329-6318
8:30 - 4:30

The Investigation Support Bureau is responsible for the delivery of a variety of highly technical operational policing functions in support of the OPP and external police agencies throughout Ontario. This bureau provides support services that aid most criminal investigations by supplying corroborating evidence.

REGIONAL HEADQUARTERS

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3

Ontario Provincial **Police** field operations are undertaken through regional/district offices and detachments.

OPP CENTRAL REGION HEADQUARTERS
Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7400
Toll Free 1-800-461-4455
Toll Free 1-888-310-1122
TTY Toll Free 1-800-461-4459
Fax (705)329-7407
8:00 - 4:30

CENTRAL REGION OPERATIONS CENTRE
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7300
Toll Free 1-888-310-1122
Fax (705)329-7397

BARRIE DETACHMENT
20 Rose St
Barrie L4M 2T2
General Inquiry (705)726-6484
(705)726-7349 (Midhurst Community Policing)
(705)487-2162 (Oro-Medonte Community Policing)
(705)487-2162 (Oro Community Policing)
(705)424-9981 (Angus Community Policing)
(705)726-7349 (South Springwater Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (705)726-6487 (Central Region)
8:00 - 9:00

BRACEBRIDGE DETACHMENT
690 Cedar Lane
Bracebridge P1L 1W9
General Inquiry (705)645-2211
(705)687-6681 (Gravenhurst)
(705)645-5765 (Bracebridge Community Policing)
(705)687-5023 (Gravenhurst Community Policing)
(705)645-2211 (Bala)
Fax (705)645-3350

HUNTSVILLE DETACHMENT
298 Ravenscliff Rd
Huntsville P1H 1L6
General Inquiry (705)789-5551
(705)767-2325 (Baysville Community Policing)
(705)635-2212 (Dwight Community Policing)
(705)385-1673 (Port Sydney Community Policing)
(705)789-2677 (Huntsville Community Policing)
Fax (705)789-7666

HURONIA WEST DETACHMENT
1000 River Rd W
PO Box 140
Wasaga Beach L0L 2P0
General Inquiry (705)429-3575
(705)428-3889 (Clearview Community Policing)
(705)429-7869 (Wasaga Beach Community Policing)
(705)322-1244 (Elmvale & N Springwater Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (705)429-3616

MIDLAND DETACHMENT
County Rd 93
PO Box 250
Midland L4R 4K8
General Inquiry (705)526-3761
(705)538-1920 (Georgian Bay Township Community Policing)
(705)534-7710 (Tay Township Community Policing)
(705)549-8922 (Penetanguishene)
(705)247-2040 (Beausoleil First Nations Community Policing)
(705)361-1896 (Tiny Township Community Policing)
Fax (705)526-6700

NEW TECUMSETH DETACHMENT
29 Main St W
PO Box 220
Beeton L0G 1A0
General Inquiry (905)729-4004
(705)424-9881 (Angus Community Policing)
(905)936-2777 (C.O.P.S. Community Policing)
(705)435-4004 (Alliston Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (905)729-4007

NORTHUMBERLAND DETACHMENT
1165 Division St
PO Box 8
Cobourg K9A 4K2
General Inquiry (905)372-1301
(905)355-2325 (Colborne & Cramahe Township Community Policing)
(905)342-2249 (Hamilton Township Community Policing)
Fax (905)342-2249
8:00 - 6:00

BRIGHTON
70 Yonge St
Box 117
Brighton K0K 1H0
General Inquiry (613)475-1313
Fax (613)475-1331

CAMPBELLFORD OFFICE
20 Industrial Dr
PO Box 790
Campbellford K0L 1L0
General Inquiry (705)653-3300
(705)696-2323 (Hastings Community Policing)
Fax (705)653-5171

COBOURG OFFICE
1165 Division St
PO Box 8
Cobourg K9A 4K2
General Inquiry (905)372-5421
(905)355-2325 (Colborne & Cramahe Township Community Policing)
(905)342-2249 (Hamilton Township Community Policing)
Fax (905)372-1301

OPERATIONS CENTRE
4th Flr, 777 Memorial Ave
Orillia L3V 7V3

ORILLIA DETACHMENT
66 Peter St W
Orillia L3V 5B1
General Inquiry (705)326-3536
(705)686-7131 (Coldwater Community Policing)
(705)484-1578 (Ramara Community Policing)
(705)689-1434 (West Shore Community Policing)
Fax (705)326-4126

SHELBURNE DETACHMENT
Hwy 10, Hwy 24 & Hwy 89
PO Box 519
Shelburne L0N 1S4
General Inquiry (519)925-3838
(519)941-2982 (Mono Township Community Policing)
(519)466-2922 (Melancthon/Mulmur Township Community Policing)
(519)928-2019 (East Luther/Grand Valley Community Policing)
Fax (519)925-6462

KAWARTHA DETACHMENT
453 Lansdowne St E
PO Box 477
Peterborough K9J 6Z6
General Inquiry (705)742-0401
(705)656-4431 (Apsley)
(705)932-0401 (Millbrook/Cavan Township Community Policing)
(705)639-2265 (Norwood/Asphodel Township Community Policing)
(705)745-9000 (Crime Stoppers)
(705)657-8718 (Harvey Township Community Policing)
(705)778-2787 (Havelock Community Policing)
(705)292-8748 (Smith/Ennismore Township Community Policing)
Fax (705)742-9247
8:00 - 9:00

COLLINGWOOD DETACHMENT
201 Ontario St
PO Box 296
Collingwood L9Y 3Z5
General Inquiry (705)445-4321
Fax (705)445-7024

HALIBURTON HIGHLANDS DETACHMENT
Hwy 35 & Prince St
PO Box 58
Minden K0M 2K0
General Inquiry (705)286-1431
(705)766-9108 (Dorset Community Policing)
(705)447-2951 (Gooderham Community Policing)
(705)457-1460 (Haliburton Community Policing)
(705)488-2088 (Kinmount Community Policing)
(705)286-6562 (Minden Community Policing)
(705)448-3763 (Wilberforce Community Policing)
Fax (705)286-4532

VICTORIA COUNTY DETACHMENT
PO Box 329
Coboconk K0M 1K0
General Inquiry (705)454-3311
(705)887-9634 (Fenelon Falls Community Policing)
(705)277-3899 (Manvers Community Policing)
(705)799-2083 (Omemee Community Policing)
(705)439-3144 (Woodville Community Policing)
(705)738-2032 (Bobcaygeon Community Policing)
Fax (905)454-2700

MNJIKANING FIRST NATIONS
PO Box 35
Rama L0K 1T0
General Inquiry (705)325-7773
Fax (705)325-4522

VICTORIA COUNTY DETACHMENT
21 Angeline St N
Lindsay K9V 5B7
General Inquiry (705)324-6741
Fax (705)324-8479

OPP EASTERN REGION HEADQUARTERS
3312 County Rd 43 E
PO Box 2020
Smiths Falls K7A 5K8
General Inquiry (613)284-4500
(613)267-6780 (Perth Telecommunications)
(613)968-5547 (Belleville Telecommunications)
(613)828-9171 (Kanata Telecommunications)
Toll Free 1-888-310-1122
TTY Toll Free 1-888-310-1133
Fax (613)284-4597
Fax (613)267-3524 (Perth Telecommunications)
Fax (613)828-9980 (Kanata Telecommunications)
Fax (613)968-6391 (Belleville Telecommunications)
8:15 - 4:30

DETACHMENTS

ARNPRIOR MUNICIPAL DETACHMENT
44 John St N
PO Box 337
Arnprior K7S 2N2
General Inquiry (613)623-3131
Fax (613)623-2323
8:00 - 4:00

BANCROFT DIVISION
64 Monk St
PO Box 640
Bancroft K0L 1C0
General Inquiry (613)332-2122
Fax (613)332-5618
8:00 - 4:30

CASSELMAN DETACHMENT
39 Racine St
PO Box 337
Casselman K0A 1M0
General Inquiry (613)764-5415
Fax (613)764-5418

CENTRE HASTINGS DETACHMENT
589 St Lawrence St E
PO Box 490
Madoc K0K 2K0
General Inquiry (613)473-4234
(613)969-8477 (Crime Stoppers)
Fax (613)473-5029
8:00 - 4:30

FRONTENAC DETACHMENT
500 O'Connor Dr
Kingston K7P 1N3
General Inquiry (613)384-2400
(613)634-8477 (Crime Stoppers)
Fax (613)634-2294 (Crime Stoppers)
Fax (613)384-2403
8:00 - 4:30

GRENVILLE COUNTY DETACHMENT
1040 Edward St N
PO Box 399
Prescott K0E 1T0
General Inquiry (613)925-4221
Fax (613)925-1115
8:00 - 4:30

HAWKESBURY DETACHMENT
419 Cartier Blvd
Box 305
Hawkesbury K6A 1V9
General Inquiry (613)632-2729
Fax (613)632-8621
7:00 - 11:00

KILLALOE DETACHMENT
Hwy 60
RR 2
Killaloe K0J 2A0
General Inquiry (613)757-2600
Fax (613)757-2173
8:30 - 4:30

LEEDS COUNTY DETACHMENT
1951 Parkedale Ave
PO Box 636
Brockville K6V 5V8
General Inquiry (613)345-1790
Fax (613)345-3202

NAPANEE DETACHMENT
470 Centre St
Napanee K7R 1P8
General Inquiry (613)354-3369
Fax (613)354-9183
8:00 - 5:00

OTTAWA TRAFFIC DETACHMENT
937 Teron Rd
PO Box 13490
Kanata K2K 1X6
General Inquiry (613)828-9171
Fax (613)592-2982
7:30 - 4:30

PERTH DETACHMENT
75 Dufferin St
PO Box 160
Perth K7H 3E3
General Inquiry (613)267-2626
Fax (613)267-7489
8:00 - 5:00

PRINCE EDWARD DETACHMENT
Hwy 33 W
PO Box 1490
Picton K0K 2T0
General Inquiry (613)476-2151
Fax (613)476-5016
8:00 - 5:00

STORMONT, DUNDAS AND GLENGARRY DETACHMENT
1 Mille Roches Rd
PO Box 430
Long Sault K0C 1P0
General Inquiry (613)534-2223
Fax (613)534-2486
8:00 - 4:00

LANCASTER SATELLITE OFFICE
134 Pine St
PO Box 160
Lancaster K0C 1N0
General Inquiry (613)347-2449
Fax (613)347-2286
8:00 - 4:00

UPPER OTTAWA VALLEY DETACHMENT
162 Agnes St
Box 185
Pembroke K8A 4M2
General Inquiry (613)735-0188
Fax (613)735-7427
8:15 - 4:30

PENITENTIARY SQUAD
440 King St W
PO Box 1174
Kingston K7L 4Y8
General Inquiry (613)530-3183
Fax (613)530-3191
7:00 - 4:00

OPP GREATER TORONTO REGIONAL HEADQUARTERS
100 Bloomington Rd W
PO Box 2500
Aurora L4G 6J8
General Inquiry (905)841-5777 (Aurora)
Fax (905)841-7888 (Aurora)
8:15 - 4:30

AURORA DETACHMENT
100 Bloomington Rd W
PO Box 2500
Aurora L4G 6J8
General Inquiry (905)841-5777
Fax (905)841-6794
8:15 - 4:30

BURLINGTON DETACHMENT
1160 North Shore Blvd E
PO Box 5021, Station A
Burlington L7R 3Y8
General Inquiry (905)681-2511
Fax (905)681-2893
8:00 - 4:30

CALEDON DETACHMENT
6211 Old Church Rd
Caledon East L0N 1E0
General Inquiry (905)584-2241
(905)857-3304 (Bolton Community Policing)
(519)927-3041 (Caledon Village Community Policing)
Fax (905)584-2188
8:00 - 4:30

CAMBRIDGE DETACHMENT
500 Beaverdale Rd
PO Box 21060
Cambridge N3C 4B1
General Inquiry (519)654-0150
Fax (519)654-9650
8:00 - 4:30

DOWNSVIEW DETACHMENT
2682 Keele St
North York M3M 3G5
General Inquiry (416)235-4981
Fax (416)235-1697
8:00 - 4:30

NIAGARA DETACHMENT
5345 Stanley Ave
PO Box 358
Niagara Falls L2E 6T8
General Inquiry (905)356-1311
Fax (905)356-2636
8:00 - 4:30

PORT CREDIT DETACHMENT
49 South Service Rd
Mississauga L5G 2R8
General Inquiry (905)278-6131
Fax (905)278-5486
8:00 - 4:00

QUEEN'S PARK SERVICES - OGPS AREA COMMAND DETACHMENT
Macdonald Block
Rm M2-76, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2367
(416)314-3486 (George Drew Bldg)
(416)327-5115 (Osgoode Hall)
Fax (416)327-2376
8:00 - 4:30

WHITBY DETACHMENT
1302 Henry St
PO Box 57
Whitby L1N 5R7
General Inquiry (905)668-3388
Fax (905)668-3651

OPP NORTH EAST REGION HEADQUARTERS
875 Gormanville Rd
PO Box 140
North Bay P1B 8G8
General Inquiry (705)475-2600
General Inquiry (705)475-3300
Toll Free 1-888-310-1122 (24 Hrs - North Bay)
TTY Toll Free 1-888-310-1133 (24 Hrs - North Bay)
Fax (705)475-2697
8:15 - 4:30

DETACHMENTS

BURK'S FALLS DETACHMENT
Hwy 520
PO Box 514
Burk's Falls P0A 1C0
General Inquiry (705)382-2015
Fax (705)382-2495
8:15 - 4:30

COCHRANE DETACHMENT
64 Third Ave
PO Box 120
Cochrane P0L 1C0
General Inquiry (705)272-4391
Fax (705)272-4380
8:15 - 4:30

EAST ALGOMA DETACHMENT
Causley St
PO Box 400
Blind River P0R 1B0
General Inquiry (705)356-2244
Fax (705)356-1374
8:15 - 4:30

KAPUSKASING DETACHMENT
356 Government Rd
PO Box 277
Kapuskasing P5N 2Y4
General Inquiry (705)335-2238
Fax (705)335-2004
8:00 - 4:00

KIRKLAND LAKE DETACHMENT
26 Duncan Ave N
PO Box 234
Kirkland Lake P2N 3H7
General Inquiry (705)567-5355
Fax (705)567-9614
8:00 - 4:00

MANITOULIN DETACHMENT
15504 Hwy 6
PO Box 39
Manitowaning P0P 1N0
General Inquiry (705)859-3155
Fax (705)859-3160
8:15 - 4:30

NOELVILLE ADMINISTRATION CENTRE
Hwy 64 S
PO Box 96
Noelville P0M 2N0
General Inquiry (705)898-2211
Fax (705)898-2143
8:15 - 4:30

KILLARNEY SATELLITE OFFICE
55 Charles St
Killarney P0M 2A0
General Inquiry (705)287-2881
Fax (705)287-2690

WARREN SATELLITE OFFICE
Rutledge St
PO Box 100
Warren P0H 2N0
General Inquiry (705)967-2913
Fax (705)967-2747

NORTH BAY DETACHMENT
867 Gormanville Rd
PO Box 21012
North Bay P1B 9N8
General Inquiry (705)495-3878
Fax (705)495-3879
8:00 - 4:00

PARRY SOUND DETACHMENT
7 Bay St
PO Box 458
Parry Sound P2A 1S4
General Inquiry (705)746-4225
Fax (705)746-9731
8:15 - 4:30

SAULT STE MARIE DETACHMENT
742 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)945-6833
Fax (705)945-6797
8:15 - 4:30

SOUTH PORCUPINE DETACHMENT
Hwy 101 and Legion Dr
PO Box 700
South Porcupine P0N 1H0
General Inquiry (705)235-3345
Fax (705)235-4522
8:15 - 5:00

SUDBURY DETACHMENT
McFarlane Lake Complex
Suite 1, 3767 Hwy 69 S
Sudbury P3G 1E3
General Inquiry (705)564-6900
Fax (705)564-3115
8:00 - 4:00

TEMISKAMING DETACHMENT
(Old) Hwy 11B
PO Box 1870
New Liskeard P0J 1P0
General Inquiry (705)647-8400
Fax (705)647-9266
8:00 - 4:30

WAWA DETACHMENT
34 Pinewood Dr
PO Box 19
Wawa P0S 1K0
General Inquiry (705)856-2233
Fax (705)856-7572
8:00 - 5:00

OPP NORTH WEST REGION HEADQUARTERS
489 N Algoma St
Thunder Bay P7A 8B1
General Inquiry (807)344-0891
Fax (807)468-4264 (Kenora Telecommunications)
Fax (807)343-5013 (Thunder Bay Telecommunications)
8:00 - 4:00

ARMSTRONG DETACHMENT
King St
PO Box 10
Armstrong P0T 1A0
General Inquiry (807)583-2394
Fax (807)583-2285
8:30 - 5:00

DRYDEN DETACHMENT
389 Government Rd
Dryden P8N 2Z2
General Inquiry (807)223-2221
Fax (807)223-4002

IGNACE SATELLITE OFFICE
Hwy 17
PO Box 550
Ignace P0T 1T0
General Inquiry (807)934-2265
(807)223-2221 (c/o Dryden)
Fax (807)223-4002 (Via Dryden)
Fax (807)934-6053

FORT FRANCES DETACHMENT
320 Portage Ave
PO Box 698
Fort Frances P9A 3N1
General Inquiry (807)274-3322
Fax (807)274-7541

ATIKOKAN SATELLITE OFFICE
130 Hwy 622
PO Box 698
Atikokan P0T 1C0
General Inquiry (807)597-2120
(807)274-3322 (Via Fort Frances Detachment)
Fax (807)274-7541 (Via Fort Frances Detachment)
Fax (807)597-2128
8:00 - 4:00

EMO SATELLITE OFFICE
Hwy 11
Emo P0W 1E0
PO Box 698
Fort Frances P9A 3N1
General Inquiry (807)482-2071
(807)274-3322 (Via Fort Frances Detachment)
Fax (807)482-2074
Fax (807)274-7541 (Via Fort Frances Detachment)

RAINY RIVER SATELLITE OFFICE
622 Atwood Ave
Rainy River P0W 1L0
PO Box 698
Fort Frances P9A 3N1
General Inquiry (807)852-3271
Fax (807)852-3517

GERALDTON DETACHMENT
901 Main St
PO Box 339
Geraldton P0T 1M0
General Inquiry (807)854-1333
Fax (807)854-1353
Fax (807)274-3322 (via Fort Frances)

LONGLAC SATELLITE OFFICE
Hwy 11
Longlac P0T 2A0
PO Box 339
Geraldton P0T 1M0
General Inquiry (807)876-2248
(807)854-1333 (Via Geraldton Detachment)
Fax (807)854-1353 (Via Geraldton Detachment)
Fax (807)876-2950

KENORA DETACHMENT
350 Hwy 17A
PO Box 1010
Kenora P9N 3X7
General Inquiry (807)548-5534
Fax (807)548-8381

GRASSY NARROWS SATELLITE OFFICE
Box 1010
Kenora P9N 3X7
General Inquiry (807)925-2221
(807)548-5534 (Via Kenora Detachment)
Fax (807)925-2479
Fax (807)548-8381 (Via Kenora Detachment)

MINAKI SATELLITE OFFICE
Box 1010
Kenora P9N 3X7
General Inquiry (807)224-3341
(807)548-5534 (Via Kenora Detachment)
Fax (807)224-2331
Fax (807)548-8381 (Via Kenora Detachment)

SIOUX NARROWS SATELLITE OFFICE
Hwy 71
PO Box 1010
Kenora P9N 3X7
General Inquiry (807)226-5211
(807)548-5534 (Via Kenora Detachment)
Fax (807)548-8381 (Via Kenora Detachment)
Fax (807)226-5351

MARATHON DETACHMENT
6 Hemlo Dr
PO Box 490
Marathon P0T 2E0
General Inquiry (807)229-0220
Fax (807)229-1852
8:00 - 4:30

MANITOUWADGE SATELLITE OFFICE
Manitou Rd
PO Box 490
Manitouwadge P0T 2C0
General Inquiry (807)826-4641
(807)229-0220 (Via Marathon Detachment)
Fax (807)229-1852 (Via Marathon Detachment)
Fax (807)826-3243

NIPIGON DETACHMENT
11/17 Highway
RR 1, PO Box 187
Nipigon P0T 2J0
General Inquiry (807)887-2637
Fax (807)887-2399
8:15 - 4:30

SCHREIBER SATELLITE OFFICE
23 Kingsway Rd
PO Box 187
Schreiber P0T 2S0
General Inquiry (807)824-2333
Fax (807)887-2637 (Via Nipigon)
Fax (807)824-3467

PICKLE LAKE DETACHMENT
Anne St
PO Box 70
Pickle Lake P0V 3A0
General Inquiry (807)928-2211
Fax (807)928-2268

RED LAKE DETACHMENT
115 Howey St
PO Box 342
Red Lake P0V 2M0
General Inquiry (807)727-2418
Fax (807)727-2578
8:00 - 5:00

EAR FALLS SATELLITE OFFICE
Hwy 105
PO Box 342
Ear Falls P0V 2M0
General Inquiry (807)222-3112
Fax (807)222-3658
8:00 - 4:00

SIOUX LOOKOUT DETACHMENT
18 Fourth Ave N
Box 128
Sioux Lookout T8T 1A1
General Inquiry (807)737-2020
Fax (807)737-1785
8:30 - 4:30

THUNDER BAY DETACHMENT
2787 Hwy 1117
RR 2
Thunder Bay P7C 4V1
General Inquiry (807)939-2133
Fax (807)939-2144
8:15 - 4:30

SHABAQUA SATELLITE OFFICE
RR 2 Hwy 1117
Kaministiquia P0T 1X0
General Inquiry (807)933-4462
Fax (807)933-4433
8:15 - 4:30

UPSALA SATELLITE OFFICE
Hwy 17
Upsala P0T 2Y9
General Inquiry (807)986-2211
Fax (807)986-1331
8:30 - 5:00

OPP WESTERN REGION HEADQUARTERS
6355 Westminster Dr
PO Box 57, Lambeth Stn
London N6P 1T2
(519)652-4100 (Reception)
Toll Free 1-888-310-1122 (24 Hrs)
TTY Toll Free 1-888-310-1133 (24 Hrs)
Fax (519)652-4165 (Chief Superintendent/ Superintendents)
Fax (519)652-4164
8:15 - 4:30

DETACHMENTS

BRANT DETACHMENT
10 Fairview Dr
Brantford N3R 7X7
General Inquiry (519)753-4161
Fax (519)759-2761
8:15 - 4:30

BRUCE PENINSULA DETACHMENT
Hwy 6
Box 460
Wiarton N0H 2T0
General Inquiry (519)534-1323
Fax (519)534-1334
8:15 - 4:30

CHATHAM/KENT DETACHMENT
535 Park Ave E
PO Box 990
Chatham N7M 5L6
General Inquiry (519)352-1122
Fax (519)352-3886
8:00 - 4:00

ELGIN DETACHMENT
County Rd 45 at Hwy 4
RR 5, PO Box 22045
St Thomas N5R 6A1
General Inquiry (519)631-2920
Fax (519)631-2923
8:00 - 4:30

ESSEX DETACHMENT
Hwy 401 Interchange 21
PO Box 910
Essex N8M 2Y2
General Inquiry (519)723-2491
Fax (519)723-2497
8:00 - 4:00

GUELPH DETACHMENT
218 Bristol St
Guelph N1H 3M4
General Inquiry (519)822-7250
Fax (519)822-3020
8:15 - 4:30

HALDIMAND NORFOLK DETACHMENT
95 Culver St
Simcoe N3Y 2V5
General Inquiry (519)426-0049
Fax (519)426-5023
8:00 - 4:30

HURON DETACHMENT (FORMERLY GODERICH)
RR 2, Hwy 21, Box 6
Goderich N7A 3Y5
General Inquiry (519)524-8314
Fax (519)524-4434
8:00 - 4:30

LONDON DETACHMENT
823 Exeter Rd
London N6E 1W1
General Inquiry (519)681-0300
Fax (519)680-2649
8:00 - 4:00

MOUNT FOREST DETACHMENT
630 Main St N
PO Box 3250
Mount Forest N0G 2L0
General Inquiry (519)323-3130
Fax (519)323-3876
8:15 - 4:30

NORTH GREY DETACHMENT
(FORMERLY OWEN SOUND)
655 9th Ave E
PO Box 486
Owen Sound N4K 5P7
General Inquiry (519)376-3433
Fax (519)376-7827
8:15 - 4:30

NORTH LAMBTON DETACHMENT
(FORMERLY FOREST)
101 Broadway
PO Box 130
Forest N0N 1J0
General Inquiry (519)786-2349
Fax (519)786-2141
8:00 - 4:00

PETROLIA DETACHMENT
4218 Oil Heritage Rd Hwy 21
PO Box 400
Petrolia N0N 1R0
General Inquiry (519)882-1011
Fax (519)882-1014
8:00 - 4:00

SEBRINGVILLE DETACHMENT
380 Huron Rd
PO Box 38
Sebringville N0K 1X0
General Inquiry (519)393-6123
Fax (519)393-6125
8:15 - 4:30

SOUTH BRUCE DETACHMENT
Hwy 21 N
PO Box 40
Kincardine N2Z 2Y6
General Inquiry (519)396-3341
Fax (519)396-4526
8:30 - 4:30

STRATHROY DETACHMENT
Hwy 81
PO Box 69
Strathroy N7G 3J1
General Inquiry (519)245-2323
Fax (519)245-1410
8:00 - 4:00

WOODSTOCK DETACHMENT
Hwy 2 at Hwy 401 & Exit 31
RR 5, PO Box 38
Woodstock N4S 7W5
General Inquiry (519)539-9811
Fax (519)539-9815
8:00 - 4:00

FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the ministries of the Attorney General, the Solicitor General and Correctional Services. Responsibilities include: developing policies, procedures and guidelines; coordinating and responding to access requests from the public; dealing with appeals and mediation processes; preparing statistical reports; and ensuring adherence to privacy provisions and other legislative requirements of the Act.

FRENCH LANGUAGE SERVICES

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4054
Fax (416)326-4782
9:00 - 5:00

The French Language Services office monitors delivery of service in French and provides advice to staff of three ministries, Attorney General, Solicitor General and Correctional Services on issues related to delivery of service in French within their programs and activities pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code. It also coordinates translation, complaints investigation/resolution and linguistic proficiency evaluation services. It manages relations with francophone stakeholder groups and acts as liaison between the ministries and the francophone community.

RESEARCH SERVICES UNIT

4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3400
Fax (705)494-3415
8:30 - 4:30

Research Services is responsible for prioritizing, coordinating, and executing research and program evaluation activities throughout the ministry. The unit's responsibilities include advising and assisting ministry operating divisions to conduct research and program evaluation in a valid and cost-effective manner, preparing requests for proposals for research projects, and assisting in the hiring of external research consultants. Specific areas of expertise include research design, statistics, data management, measurement instrument construction (including psychological tests), and performance indicators. Research Services provides the ministry's liaison to Statistics Canada (Canadian Centre for Justice Statistics) and works to ensure that the ministry meets national justice data requirements. The unit also provides statistical information in response to requests from both within and outside of the ministry.

VICTIM SERVICES UNIT

Suite 1817 18th Flr, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-3265
TTY (416)325-4935
Fax (416)325-3196
8:30 - 5:00

The **Victim** Services Unit is responsible for the ministry's program activities in the areas of Sexual **Assault**, Victim Assistance Services and **Wife Assault**. In particular, the unit is responsible for the **funding** and development of rape crisis/sexual assault centres; the development and provision of Victim Assistance Services, including Victim Crisis Assistance and Referral Services (VCARS); education and **training** of primarily **police** services in relation to the three program areas of responsibility; and the collection of data in relation to wife assault.

EASTERN REGION
14 Gable Lane
Kingston K7M 9A7
General Inquiry (613)548-3370
Fax (613)547-0021
8:30 - 4:30

NORTHEASTERN REGION
Suite 201, 740 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)945-6862
Fax (705)945-6866
8:30 - 4:30

NORTHWESTERN REGION - THUNDER BAY
Suite 200, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7676
Fax (807)343-7439
8:30 - 4:30

NORTHWESTERN REGION - SIOUX LOOKOUT
62 Queen St
PO Box 394
Sioux Lookout P8T 1A5
General Inquiry (807)737-7243
Fax (807)737-3379
8:30 - 4:30

WESTERN REGION
Suite 105, 446 Grey St
Brantford N3S 7L6
General Inquiry (519)752-8278
Fax (519)752-4642
8:30 - 4:30

POLICING SERVICES DIVISION

George Drew Bldg
12th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3000
Fax (416)314-4037
8:30 - 4:30

The Policing Services Division is responsible for promoting policing excellence through training, the development of professional **standards** and new programs, and the provision of an advisory and liaison service to the police community. The adequacy of these programs and the quality of **municipal** police service in Ontario is monitored by conducting audits and investigations. Law enforcement is assisted by the
maintenance of the Criminal Intelligence Service of Ontario.

CONSTABLE SELECTION UNIT

George Drew Bldg
12th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3000
Fax (416)326-9351
8:30 - 4:30

The Constable Selection Unit has developed a standardized, competency-based **police** constable selection process for use by police services in Ontario. This process combines leading edge human resource practices with both established and new assessment tools, within a framework of objective, job-related professional assessment. The new constable selection system has been licensed to the Ontario Association of Chiefs of Police (O.A.C.P.) for provincial implementation. The Constable Selection Unit is responsible for supporting the provincial roll-out in Ontario, for ongoing validation of the system, and for marketing the process in other jurisdictions.

ONTARIO POLICE COLLEGE

County Rd 32
PO Box 1190
Aylmer West N5H 2T2
General Inquiry (519)773-5361
Fax (519)773-5762 (Administration)
Fax (519)765-1519 (Registration)
Fax (519)773-8225 (Training Office)
8:30 - 4:30

The Ontario **Police** College is designed to provide a complete **training** program for Ontario police services, from recruit through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual service level. Distribution of annual publications (e.g. Calendar of Courses) is restricted to those police services, agencies, ministries, etc. interested in the training of law enforcement and related enforcement personnel. The Ontario Police College maintains a **museum** displaying police exhibits for public viewing.

PUBLIC APPOINTMENTS UNIT

George Drew Bldg
12th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-9335
Fax (416)314-3536
8:30 - 4:30

The Public **Appointment**s Unit, Policing Services Division, is responsible for administering the ministry's public appointments. The unit monitors municipal **police** services board appointment terms and expiries, and performs human resources functions including the search, outreach and screening of applicants for final recommendation to the minister's office. The Unit prepares briefs and legal Orders-in-Council for all Police Services Board appointees, as well as for Fire Marshal, Ontario Provincial Police, the Ontario Police Arbitration Commission, the Ontario Civilian Commission on Police Services, Coroners Act, and Ontario Police Complaints Commission.

PROVINCIAL BUREAU/CRIMINAL INTELLIGENCE SERVICE ONTARIO

9th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3050
Fax (416)314-3043
8:30 - 4:30

Criminal Intelligence Service Ontario (CISO), a cooperative between the government and municipal/provincial/federal **police** agencies, is mandated to investigate and control organized **crime** in Ontario. It is part of a national network to collect, analyze and disseminate intelligence on organized criminals, their associations, their organizations and their current trends and future endeavours.

STANDARDS AND NEW PROGRAMS BRANCH

12th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3000
Fax (416)314-3092
8:30 - 4:30

This branch supports Ontario's police services through development of policing standards (administration, operations and equipment), assistance with traditional and new programs in the areas of crime prevention and community development and advice/support in police services efforts to comply with the regulation requirements of the Police Services Act.

PUBLIC SAFETY DIVISION

George Drew Bldg
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3382
Fax (416)314-3388
8:30 - 4:30

The fundamental concern of the Ministry's Public **Safety** Division relates to the methods of minimizing or eliminating hazards to persons or property, and includes emergency measures, scientific investigations, coordination of fire safety services and the coroner's system.

CENTRE OF FORENSIC SCIENCES

2nd Flr, 25 Grosvenor St
Toronto M7A 2G8
General Inquiry (416)314-3200
Fax (416)314-3225
8:30 - 4:30

The Centre of **Forensic Science**s prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath **testing** program, and trains operators. A **library** offers educational materials for persons and agencies using forensic science services.

EMERGENCY MEASURES ONTARIO

19th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 5:00

Emergency Measures Ontario is responsible for emergency preparedness and response activities throughout Ontario. Emergency preparedness includes hazard identification and analysis, **risk assessment**, plans, **training**, exercises and **public education**. Emergency response includes the provision of liaison, advice, assistance, and the coordination of provincial emergency management. The branch is organized into the following three functional program areas: Community Preparedness, Provincial Preparedness and Response and Support Programs. The branch also conducts a provincial emergency preparedness public education program and assists with the coordination of emergency information arrangements in the event of a major emergency.

NORTHEASTERN AREA
Suite 6, 3767 Hwy 69 S
Sudbury P3G 1E4
General Inquiry (416)314-3723
Fax (705)564-4555
8:00 - 4:30

NORTHWESTERN AREA
640 Mountdale Ave
Thunder Bay P7E 6G8
General Inquiry (416)314-3723
Fax (807)473-3199
8:00 - 4:30

SOUTHEASTERN AREA
South Cottage
14 Gable Lane
Kingston K7M 9A7
General Inquiry (416)314-3723
Fax (613)530-4566
8:00 - 4:30

SOUTHWESTERN AREA
Unit L Suite 1-068, 80 Dundas St
London N6A 6A8
General Inquiry (416)314-3723
Fax (519)675-7691
8:00 - 4:30

OFFICE OF THE CHIEF CORONER

Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4000
Fax (416)314-4030
8:00 - 5:00

Coroners investigate sudden and unexpected **deaths**, inform the public about prevention of similar deaths, order **autopsies** for medicolegal reasons, conduct **inquests** and sign **certificates** for **cremation** and for shipment of **bodies** out of Ontario. The office administers the Coroners Act and the Anatomy Act, concerning donation of bodies for medical education. Adults may give consent by signing the **donor** section of driver licences or a donor card; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. The Office of the Chief Coroner also supervises the Forensic Pathology Unit.

FORENSIC PATHOLOGY UNIT

Coroners Bldg
Main Flr & Bsmt, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4040
Fax (416)314-4060
8:30 - 4:30

The Forensic Pathology Unit assists in determining the cause of death by conducting a forensic autopsy when warranted by a coroner. The Chief Forensic Pathologist is responsible for overseeing the province's Regional Centres of Excellence. He also supervises regional pathologists who perform medicolegal **autopsies** on a fee-for-service basis. The unit facilitates various **educational** programs including courses for regional pathologists, an internship program with the University of Toronto's School of Medicine and an in-house residency program for regional pathologists. The unit also actively participates in the organ donation program by informing families of the opportunity and contacting the appropriate agency as requested by the family.

REGIONAL CORONERS

CENTRAL REGION
RR 3, PO Box 10009 North Monaghan Postal Stn
Peterborough K9J 6X4
General Inquiry (705)745-9887
Fax (705)748-5055
9:00 - 5:00

EASTERN REGION
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5737
Fax (613)531-5738
8:45 - 4:45

NIAGARA REGION
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)682-9209
Fax (905)684-0977
8:30 - 4:30

NORTH EASTERN REGION
19 Monck Rd
PO Box 10027
Bracebridge P1L 1S5
General Inquiry (705)645-9926
Fax (705)645-1694
8:30 - 4:30

NORTH WESTERN REGION
4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7663
Fax (807)343-7665
8:00 - 4:15

SOUTH GEORGIAN BAY REGION
Suite 442, 125 Delhi St
Guelph N1E 4J5
General Inquiry (519)837-6330
Fax (519)837-6329
8:30 - 4:30

SOUTH WESTERN REGION
1st Flr Unit L Rm 1-068, 80 Dundas St
London N6A 6A8
General Inquiry (519)675-7689
Fax (519)675-7691
8:30 - 4:45

TORONTO REGION
Coroners Courts
15 Grosvenor St
Toronto M4Y 1A9
General Inquiry (416)314-4105
Fax (416)314-3935
8:30 - 5:00

TORONTO CORONERS DISPATCH OFFICE AND MORGUE
Coroners Bldg
Main Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4100
Fax (416)314-0888
24 hours

TORONTO INQUEST COURTS
Main Flr, 15 Grosvenor St
Toronto M4Y 1A9
General Inquiry (416)314-4200
Fax (416)314-3935
8:00 - 4:00

OFFICE OF THE FIRE MARSHAL

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3126
www.gov.on.ca/OFM/
8:30 - 4:15

The primary function of the Office of the **Fire** Marshal (OFM) is to minimize the loss of life and property from fire by assisting municipalities and fire departments to improve fire protection and fire prevention services. By administering the Fire Protection and Prevention Act, 1997, the OFM supports the functions of municipal fire departments through a variety of advisory, training and instructional programs. The OFM also advises the Ontario government on standards and legislative developments that relate to fire protection and fire prevention. The OFM distributes a variety of **publications** for use by the Ontario Fire Service, i.e. Ontario Fire Service Messenger and the Fire Marshal`s Communique. The OFM administers an **award**s program for Ontario firefighters and

presents annual fire **safety** awards to citizens, firefighters and organizations under the sponsorship of the Fire Marshal's Public Fire Safety Council.

DEPUTY FIRE MARSHAL

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3119
8:30 - 4:15

The Deputy Fire Marshal is responsible for overall operations of the OFM through a number of sections. Together with Resource Planning and Administration essential program delivery and the infrastructure of the OFM are managed, including resource planning, financial management, administration, information technology, communications and other information services.

ACADEMIC STANDARDS AND EVALUATION

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3168
Fax (416)325-3122
8:30-4:15

Academic **Standards** and Evaluation is responsible for the development of training programs and evaluation systems to improve practices relating to fire protection services as legislated by the Fire Protection and Prevention Act, 1997. Development and administration of certification and accreditation programs for fire services and Office of the Fire Marshal (OFM) occupational roles are also within the mandate of this section. The major activity of this section is to develop partnerships and alternative delivery mechanisms aimed to enhance fire service accessibility to standardized **educationa**l/training programs. This section directs the development of OFM occupational performance standards within government policy. Section staff provide process assistance and consultative services to further professional development and corporate training initiatives within the OFM, and ensure the quality and integrity of the programs.

CERTIFICATION AND ACCREDITATION UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3142
Fax (416)325-3122
8:30 - 4:15

The **Certification** and **Accreditation** Unit has responsibility for the provincial **fire** service Certification Program.

TESTING AND EVALUATION UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3182
Fax (416)325-3122
8:00 - 4:00

Testing and Evaluation provides consultative services to the Office of the Fire Marshal programs in matters pertaining to assessment, testing and evaluation of learning activities. The unit develops and administers testing and evaluation systems for fire service educational/training programs and internal OFM performance systems.

APPLIED RESEARCH

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3200
Fax (416)325-3213
8:30 - 4:15

Applied Research will support the activities of all other sections by providing relevant data and information on which to make reasonable and informed decisions on fire safety matters such as immediate threats, program needs, applied research and enhancement of fire protection services.

DATA, INFORMATION AND STATISTICAL SERVICES

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3162
8:30 - 4:15

Data, Information and Statistical Services is responsible for the maintenance of Ontario **fire** loss **statistics** and related databases. The unit provides, upon request, selected analysis and summary of fire statistics for the province.

FIRE SCIENCES LIBRARY

7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3235
Fax (416)325-3213
8:30 - 4:15

The **Fire Sciences Library** has an extensive collection of resources and **research** materials on fire sciences, fire department operations, **arson**, **rescue** work, emergency planning and risk management.

FIELD SERVICES

Field Services is responsible for the delivery of OFM programs and services offered to the Ontario Fire Service, municipalities and communities. Programs and services include advice and assistance to municipalities, investigation of fires to determine cause and origin, monitoring and review of fire services, delivery and coordination of training programs and administration of fire protection in the

unincorporated areas of the Province. Field Services operates out of two Regional and three satellite offices.

NORTHERN REGION - SUDBURY
Suite 6, 3767 Hwy 69S
Sudbury P3G 1E4
General Inquiry (705)564-4550
Toll Free 1-800-565-4734
Fax (705)564-4555
8:15 - 4:30

NORTHERN REGION - THUNDER BAY
640 Mountdale Ave
Thunder Bay P7E 6G8
General Inquiry (807)473-3110
Fax (807)473-3199
8:15 - 4:30

SOUTHERN REGION - KINGSTON
South Cottage, 14 Gable Lane
Kingston K7M 9A7
General Inquiry (613)530-2200
Toll Free 1-800-565-3941
Fax (613)530-2210
Toll Free Fax 1-800-387-8195
8:00 - 4:30

SOUTHERN REGION - LONDON
707 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4040
Toll Free 1-800-565-0417
Fax (519)873-4052
Toll Free Fax 1-800-387-7631
8:00 - 4:30

SOUTHERN REGION - MIDHURST
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Toll Free 1-800-565-1842
Fax (705)725-7259
Toll Free Fax 1-800-361-5186
8:30 - 4:30

FIRE EVALUATION

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3203
Fax (416)325-3263
8:30 - 4:15

The primary responsibility of **Fire** Evaluation Unit is to investigate and evaluate specific fire occurrences within the province of Ontario in order to determine factors that may have contributed to life loss or the severity of the fire. This unit is also responsible for technical assistance on all fires investigated by the OFM and for the development and maintenance of all corporate policies and procedures as well as educational programs related to fire investigations.

FIRE SAFETY STANDARDS

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3213
8:30 - 4:15

Fire **Safety Standards** administers the **Fire** Protection and Prevention Act, 1997 and the Ontario Fire Code by providing advice and opinions on their application, processing **appeals**, developing inspection standards and guidelines related to interpretation and enforcement. The section also takes the lead role in development of new fire safety legislation **regulations** and standards. In addition, the section carries out review of plans for new construction and renovations as they relate to fire safety in education facilities, institutional **buildings**, and government buildings.

ONTARIO FIRE COLLEGE

1495 Muskoka Rd N
Gravenhurst P1P 1W5
General Inquiry (705)687-2294
(705)687-9653 (Registration)
Toll Free 1-800-565-0613 (HOTLINE)
Fax (705)687-4611 (Registration)
Fax (705)687-7911
8:00 - 4:00

The Ontario **Fire** College offers in-residence courses of study in fire protection technology to **municipal** fire department officers. Together with Field Services, the college coordinates regional **training** for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of training programs is offered to fire departments.

RISK ASSESSMENT, MANAGEMENT AND MUNICIPAL REVIEW

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3153
Fax (416)325-3162
8:30 - 4:15

The **Risk Assessment**, Management and Municipal Reviews section develops programs and processes to ensure adequate levels of **fire** protection services are provided by municipalities and takes action when a serious threat to public fire safety exists.

FIRE PROTECTION SERVICES

2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Fax (705)725-8465
8:30 - 4:15

The **Fire** Protection Services unit develops guidelines and processes to assist **municipal**ities to evaluate their fire protection services and provides assistance in identifying alternative delivery systems based on local needs and circumstances.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO BOARD OF PAROLE

Suite 201, 2195 Yonge St
Toronto M4S 2B1
General Inquiry (416)325-4480
Toll Free 1-888-579-2888 (Victim Support Line)
Fax (416)325-4485
8:00 - 5:30

The Ontario Board of **Parole** has jurisdiction over all **offender**s who are serving sentences of up to two years less a day in provincial institutions. The Chair, Ontario Board of Parole, is responsible for the overall administration of the board. Four senior members are responsible to the Chair for all board decisions and for the total operation of the regions. The board shares responsibility for operating the **Victim** Support Line, which provides information to victims on convicted adult offenders in the provincial system.

REGIONAL OFFICES

EASTERN REGIONAL OFFICE
4685 Donnelly Dr
Merrickville K0G 1N0
General Inquiry (613)269-2390
Fax (613)269-2393
8:30 - 4:30

NORTHERN REGIONAL OFFICE
Suite 403, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4227
Fax (705)671-2980
8:30 - 4:30

SOUTHERN REGIONAL OFFICE
3rd Flr, 2195 Yonge St
Toronto M4S 2B1
General Inquiry (416)325-4487
Fax (416)325-4491
8:30 - 4:30

WESTERN REGIONAL OFFICE
785 York Rd
PO Box 1716
Guelph N1H 6Z9
General Inquiry (519)837-6320
Fax (519)837-6324
8:30 - 4:30

ONTARIO CIVILIAN COMMISSION ON POLICE SERVICES

1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3004
(416)326-1189 (Complaints, Greater Toronto Area)
Toll Free 1-888-515-5005 (Complaints, Outside the Greater Toronto Area)
Fax (416)314-0198
Fax (416)314-2036 (Complaints, Greater Toronto Area)
Toll Free Fax 1-888-311-7555 (Complaints, Outside the Greater Toronto Area)
8:30 - 5:00

The Ontario Civilian Commission on **Police** Services (OCCPS) is an independent quasi-judicial civilian agency with general **enforcement** authority under the Police Services Act with respect to the adequacy and effectiveness of policing services in Ontario. This includes conducting inquiries and investigations and making recommendations to the Solicitor General. In Ontario, police services and police services boards are ultimately accountable to the public through the OCCPS. The Commission carries out a mixed combination of duties which are primarily adjudicative or decision-making in nature and conducts reviews on its own motion or at the request of complainants, in respect of a **complaint** or complaints made about the policies of or services provided by a police force or about the conduct or work performance of a police officer and the disposition of such complaints. The commission also approves the **appointment**s of **First Nations** Constables.

ONTARIO CRIME CONTROL COMMISSION

1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-0876
Toll Free (416)314-0859
Toll Free 1-877-274-6326
Fax (416)314-0870
crimecontrol@fightcrime.net
8:30 - 5:00

The Ontario **Crime** Control Commission is made up of two MPPs who are the Parliamentary Assistants to the Attorney General and the Solicitor General. The Commission was created to listen to the public's concerns and identify specific steps the government can take to make Ontario a safer and better place to live. The Commission was established in 1997 and recently extended to June 2001 to continue to put the government's commitment to safer communities, crime prevention, more effective law enforcement and a balanced criminal justice system into action.

ACTS

Ammunition Regulation Act, 1994
Anatomy Act
Coroners Act
Egress from Public Buildings Act
Emergency Plans Act, 1983
Fire Accidents Act
Fire Departments Act
Fire Marshals Act
Firefighters Exemption Act
Firefighters Protection Act, 1993
Hotel Fire Safety Act
Lightning Rods Act
Ministry of the Solicitor General Act
Ontario Society for the Prevention of Cruelty to Animals Act
Police Services Act
Private Investigators and Security Guards Act
Public Works Protection Act
Retail Business Holidays Act

MINISTRY OF TOURISM

Hearst Block
900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
Toll Free 1-800-668-2746 (Ontario Travel Information)
www.gov.on.ca

The Ministry of Tourism's mandate is to stimulate investment in tourism products and infrastructure and to market Ontario as a world-class destination.

DEPUTY MINISTER'S OFFICE

TOURISM DIVISION

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6637
Fax (416)325-6985
www.gov.on.ca

The Ministry of Tourism develops and promotes Ontario as a world class "must see" destination; assists the tourism industry by creating the right business climate; operates tourism agencies and attractions, and travel information centres.

AGENCY RELATIONS BRANCH

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)314-7000
Fax (416)314-7003
www.gov.on.ca

The Agency Relations Branch is responsible for policy, financial and program liaison with the ministry's tourism agencies and attractions. In addition, it establishes and maintains an effective accountability relationship between each agency and the ministry within its scope of broader government policy. The tourism agencies and attractions are: Niagara **Parks** Commission, Metro Toronto Convention Centre Corporation, Ontario Place Corporation, Ottawa Congress Centre, St. Clair Parkway Commission, St. Lawrence Parks Commission, Huronia **Historical** Parks, Old Fort William and the Tourism Marketing Partnership Corporation.

HURONIA HISTORICAL PARKS

PO Box 160
Midland L4R 4K8
(705)526-7838 (Sainte-Marie among the Hurons)
(705)549-8064 (Discovery Harbour)
Fax (705)526-9193
www.hhp.on.ca

The Ministry operates and maintains historic attractions at Midland (Sainte-Marie among the Hurons) and at Penetanguishene (Discovery Harbour). Sainte-Marie among the Hurons (1639-1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. It was the first European community in Ontario and home to six of the eight North American Jesuit martyrs. Discovery Harbour represents the period from 1817 to 1856 when the Royal Navy and the British Army maintained a **naval** dockyard and military garrison at this strategic defence station on Georgian Bay. Discovery Harbour is the home of the King's Wharf Theatre and two Tall Ships and offers professional summer theatre and sailing opportunities to the public.

OLD FORT WILLIAM

Vickers Heights PO
Thunder Bay P0T 2Z0
General Inquiry (807)577-8461
TTY (807)473-2307
Fax (807)473-2327
Fax (807)473-2336 (For Managing Director)
www.oldfortwilliam.on.ca

Located in Thunder Bay, Old Fort William is a reconstruction of the original **fur** trade establishment which was operated by the North West Company from 1803 to 1821. The company used Fort William as an inland headquarters and transshipment point, enabling the Nor'Westers to move furs and trade goods across the continent in one season. Up to 1,000 fur traders converged at the fort each summer, to conduct the frenzied business and celebrations of the Rendez-vous. Costumed and uniformed staff bring Old Fort William to life. The fort operates year-round with seasonal events complementing living history programming designed to meet the needs of tourists, **recreation**al and educational visitors. Facilities include a resource **library**, historic restaurant, interpretive centre, **gift shop** and picnic area, with access for disabled persons.

TOURISM POLICY AND RESEARCH BRANCH

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)314-7325
Fax (416)314-7341
www.ontario-canada.com

The Tourism Policy and Research Branch focuses on enhancing the competitiveness of Ontario's tourism industry by monitoring domestic and international tourism trends and determines their impacts on Ontario's tourism industry; designs and conducts quality research initiatives to identify competitive strengths, weaknesses, opportunities, and threats; develops tourism policies and focused strategies that enhance the overall competitiveness, growth and development of the tourism industry; stimulates tourism investment; and develops and implements special projects to address new and emerging critical tourism issues.

AGENCIES, BOARDS AND COMMISSIONS

METRO TORONTO CONVENTION CENTRE CORPORATION

255 Front St W
Toronto M5V 2W6
General Inquiry (416)585-8000
Fax (416)585-8270
www.mtcc.com

The Metro Toronto **Convention** Centre Corporation is a Schedule II agency of the Ministry of Tourism. Since its opening on October 1984, the centre has earned a reputation as a world class facility hosting more that 2 million visitors a year. Consisting of 454,000 sq. ft. of exhibit halls, 95,400 sq. ft. of meeting rooms, a 28,000 sq. ft. ballroom, a 1,350 seat theatre, professional food preparation facilities and two parking garages with a total of 1,700 spaces, the centre accommodates small meetings of 40 people to conventions of 40,000 and consumer shows attracting more than 200,000 people. The Convention Centre's consistent and outstanding quality in food and service is unsurpassed in North America.

NIAGARA PARKS COMMISSION

Oak Hall Administrative Bldg
7400 Portage Rd
PO Box 150
Niagara Falls L2E 6T2
General Inquiry (905)356-2241
Toll Free 1-877-642-7275
Fax (905)354-6041
www.niagaraparks.com

The Niagara **Parks** Commission operates a park system consisting of 1,254 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are **recreation** areas, scenic attractions, a marina, restaurants, **gift shops**, **historic sites**, **golf course**s and a horticultural school. The commission administers the Niagara Parks Act.

ONTARIO PLACE CORPORATION

955 Lakeshore Blvd W
Toronto M6K 3B9
General Inquiry (416)314-9900
Fax (416)314-9992
www.ontarioplace.com

Ontario Place Corporation, a Schedule I agency, manages a major provincial and local tourist attraction, and showcases excellence in the performing arts, entertainment technology and **recreation**. In a 96-acre waterfront, urban park setting in the municipality of Metropolitan Toronto, includes Cinesphere - the giant screen IMAX theatre (open all year); The Molson Amphitheatre; the Island Club; exhibition pavilions; live entertainment; Atlantis complex (open all year); restaurants; snack bars; souvenir shops; a marina; Rush River Raft Ride; Mega Maze; Sea Trek - a simulated underwater ride; pedal boats; bumper boats; the Wilderness Adventure Ride, the Canadian destroyer HMCS Haida; mini golf; and Children's Village with a water play area and play apparatus. Ontario Place is open from mid-May to Labour Day. There is a site admission.

ONTARIO TOURISM MARKETING PARTNERSHIP CORPORATION

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9823
Toll Free 1-800-668-2746 (Ontario Travel Information)
Fax (416)325-6004
www.gov.on.ca

The Ontario **Tourism** Marketing Partnership Corporation is a new organization that has responsibility for leading the tourism marketing strategy to sell Ontario as a 'must-see' destination. The Partnership is an agency of the Ministry of Tourism and is directed by an industry-led Board of Directors. It also works closely with industry through an extensive network of committees that involves a wide range of tourism stakeholders in the development and implementation of strategic tourism initiatives.

PRODUCT DEVELOPMENT

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9823
Fax (416)314-7563

The Product Development service undertakes partnership coordination, marketing planning and analysis, product packaging, and event marketing initiatives on behalf of the Ontario Tourism Partnership Corporation.

ONTARIO TRAVEL INFORMATION CENTRES

21 Molson Park Dr
Barrie L4M 6E7
Fax (705)725-7285

Ontario **Travel** Information Centres offer expert counselling, customized trip planning and **accommodation** reservations to the public. Ontario Travel supplies information and **publications** on various tourist attractions, accommodations, **campgrounds**, **parks** (including **hiking trails**, canoe outfitters, etc.), events, **festivals**, **hunting**, **fishing**, **boating**, **skiing** and more. Ontario Road **Maps** are distributed at Ontario Travel Centres along with up-to-date reports, including ski conditions, winter road conditions, provincial park vacancies, spring blossom and **fall colour**.

CENTRAL/EASTERN/NORTHERN REGIONS

CENTRAL REGION

BARRIE TRAVEL INFORMATION CENTRE
21 Molson Park Dr
Barrie L4M 6E7
General Inquiry (705)725-7280 (Travel Consultants)
(416)314-0998 (Campground Vacancy Reports July - August; Spring Blossoms, Fall Colour)
(416)314-0998 (Alpine and X-Country Ski Reports December - April)
Fax (705)725-7285

TORONTO (EATON CENTRE) TRAVEL INFORMATION CENTRE
Eaton Centre
Level 1, 220 Yonge St
PO Box 104
Toronto M5B 2H1
Toll Free 1-800-668-2746 (Travel Enquiries - English)
Toll Free French 1-800-268-3736 (Travel Enquiries - French)
Fax (416)314-5901

EASTERN REGION

CORNWALL TRAVEL INFORMATION CENTRE
903 Brookdale Ave
Cornwall K6J 4P3
General Inquiry (613)933-2420
Fax (613)933-3387

HAWKESBURY TRAVEL INFORMATION CENTRE
Hwy 417
RR 1
Chute-A-Blondeau K0B 1B0
General Inquiry (613)674-2000 (May 15 - Thanksgiving)
Fax (613)674-2689

HILL ISLAND (LANSDOWNE) TRAVEL INFORMATION CENTRE
700 Hwy 137
RR 1
Lansdowne K0E 1L0
General Inquiry (613)659-2108 (May 15 - Thanksgiving)
Fax (613)659-2102

LANCASTER TRAVEL INFORMATION CENTRE
Hwy 401 & Hwy 2
RR 1
Lancaster K0C 1N0
General Inquiry (613)347-3498 (May 15 - Thanksgiving)
Fax (613)347-3435

PRESCOTT TRAVEL INFORMATION CENTRE
Hwy 16 at US/Canada border
PO Box 1600
Prescott K0E 1T0
General Inquiry (613)925-3346 (May 15 - Labour Day)
Fax (613)925-1462

NIAGARA/SOUTHWESTERN REGION

NIAGARA REGION

FORT ERIE TRAVEL INFORMATION CENTRE
100 Goderich St
Fort Erie L2A 5X4
General Inquiry (905)871-3505
Fax (905)871-6461

NIAGARA FALLS TRAVEL INFORMATION CENTRE
5355 Stanley Ave
Niagara Falls L2E 7C2
General Inquiry (905)358-3221
Fax (905)358-6441

NORTHERN REGION

FORT FRANCES TRAVEL INFORMATION CENTRE
400 Central Ave
Fort Frances P9A 1X8
General Inquiry (807)274-7566
Fax (807)274-7870

KENORA TRAVEL INFORMATION CENTRE
Ontario/Manitoba Border
Hwy 17
General Delivery
Keewatin P0X 1C0
General Inquiry (807)468-2495 (May 15 - Labour Day)
Fax (807)349-8339

PIGEON RIVER TRAVEL INFORMATION CENTRE
6945 Hwy 61
RR 7
Thunder Bay "F" P7C 5V5
General Inquiry (807)964-2094 (May 15 - Labour Day)
Fax (807)964-2029

RAINY RIVER TRAVEL INFORMATION CENTRE
301 Atwood Ave
PO Box 100
Rainy River P0W 1L0
General Inquiry (807)852-4449 (May 15 - Labour Day)
Fax (807)852-3124

SAULT STE MARIE TRAVEL INFORMATION CENTRE
261 Queen St W
Sault Ste Marie P6A 1A3
General Inquiry (705)945-6941
Fax (705)945-6943

ST CATHARINES TRAVEL
INFORMATION CENTRE
RR 4
Niagara-on-the-Lake L0S 1J0
General Inquiry (905)684-6354
Fax (905)684-3634

SOUTHWESTERN REGION

SARNIA TRAVEL INFORMATION
CENTRE
1415 Venetian Blvd
Sarnia N7T 7W7
General Inquiry (519)344-7403
Fax (519)332-4576

WINDSOR HURON TRAVEL
INFORMATION CENTRE
1235 Huron Church Rd
Windsor N9C 2K6
General Inquiry (519)973-1310
Fax (519)973-1313

WINDSOR PARK TRAVEL
INFORMATION CENTRE
110 Park Rd E
Windsor N9A 3A9
General Inquiry (519)973-1338
Fax (519)973-1341

SALES AND OPERATIONS

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
(416)314-7570 (Operator)
Toll Free 1-800-668-2746 (Consumer Information Service - Ontario)
Fax (416)314-7563

Sales and Operations works with receptive and international tour operator markets to sell Ontario **tourism** experiences. Within Ontario, operates 11 year-round **Travel** Information Centres and seven seasonal - which operate generally from mid-may to Labour Day (three open to Thanksgiving). Twenty-four hour, seasonally recorded reports are available for alpine and cross-country **skiing**, spring blossoms and **fall colour**s. Travel Centres and telephone numbers are listed under separate entries.

OTTAWA CONGRESS CENTRE

55 Colonel By Dr
Ottawa K1N 9J2
General Inquiry (613)563-1984
Fax (613)563-7646

The Ottawa Congress Centre, a Schedule II Agency of the Ministry of Tourism, forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area. The centre's main Congress Hall, a free-span space with a 24-foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms, three different types of simultaneous translation systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1600
Toll Free 1-800-387-5514 (Outside the 416 Area Code)
www.edu.gov.on.ca
8:00 - 6:00

The Ministry of Training, Colleges and Universities develops policy for Ontario Colleges of Applied Arts and Technology; provides Ontario colleges and universities with funding, as allocated by legislature; delivers the Ontario Student Assistance Program; gives universities the authority to grant degrees; and registers private vocational schools. The ministry also develops policy for adult education and labour market training and mobility; conducts labour market research; provides a network of community-based agencies funded to deliver training, employment, literacy and basic skills services to youth and adults; represents Ontario in its negotiations with the federal government on training issues; and administers and regulates the apprenticeship program for skilled oocupations, under the Apprenticeship and Certification Act.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Mowat Block
14th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4545
Fax (416)325-2934
www.edu.gov.on.ca

The Communications Branch provides strategic communications advice and support to the minister and deputy minister of the Ministries of Education and Training, Colleges and Universities. It works with senior personnel in each ministry to identify, develop and implement a variety of corporate communications programs for the education and training sectors, and the public. Services include media relations; issues management; answering telephone inquiries from the public; publishing curriculum and teaching resources for educators and trainers; writing and producing a variety of public information materials; managing preparation of ministry correspondence; coordinating events; and coordinating advertising.

CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2772
Fax (416)325-2778
8:00 - 5:00

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and legislation; for the administration, development and support of the ministry human resources; for the provision of information management and data-processing services, systems development and maintenance, and technological support and training; and the overall corporate planning of the ministry. The division is also responsible for administering the Workforce Discrimination and Harassment Prevention policy within the ministry, and for ensuring compliance to the French Language Services Act and the Freedom of Information and Protection (FOI) Act.

HUMAN RESOURCES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9045
Fax (416)327-9043
8:30 - 5:00

The Human Resources Planning and Services Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and classification, staffing, labour relations, workplace health and safety, equal opportunity, employment transition, organization development and training development.

INFORMATION AND INFORMATION TECHNOLOGY SERVICES BRANCH

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
(416)325-4357 (Information Technology Helpline)
Fax (416)325-2262

The Information and Information Technology Services Branch is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Education and the Ministry of Training, Colleges and Universities. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations, technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

LEGAL SERVICES BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2400
Fax (416)325-2410
8:00 - 5:00

The Legal Services Branch provides the Ministry of Education and the Ministry of Training, Colleges and Universities with legal services in all areas of education and training. This includes giving legal advice on ministry programs and policy; drafting legislation and regulations; drafting contracts; preparing and reviewing other legal documents; providing legal support in defending litigation and human rights complaints; negotiations; and freedom of information.

FREEDOM OF INFORMATION AND PRIVACY

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2626
Fax (416)325-4742

The Freedom of Information and Privacy (FOIPP) Unit is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Education and the Ministry of Training, Colleges and Universities, its district offices and affiliated agencies. This unit

responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to access and privacy matters.

Services offered to the Public:
Access to Information
Privacy Compliance

INTERNAL AUDIT SERVICES

11th Flr, 151 Bloor St W
Toronto M5S 2T5
Fax (416)325-1893

Internal Audit Services performs an assurance consulting function, which assists the Ministry in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control and governance.

POST SECONDARY EDUCATION DIVISION

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2199
Fax (416)326-3256

The Postsecondary Education Division is responsible for the full range of the ministry's relationships with the post secondary education sector and is devoted full-time to building effective working relationships between the ministry and post secondary institutions and organizations.

COLLEGES BRANCH

Mowat Block
10th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1816
Fax (416)325-2245

The **Colleges** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for the 25 Colleges of Applied Arts and Technologies (**CAATs**) including program quality, accreditation, and **standards**. It liaises with institutions and student organizations; provides advisory services to colleges in areas such as interpretation of policy and program guidelines, governance and accountability, Aboriginal education strategy, **French** language education, and distance education. It administers operating and capital grants, and monitors financial performance.

Services offered to the Public:
CAAT Capital Support Program
CAAT Operating Support Program
CAAT Program Quality Program

STUDENT SUPPORT BRANCH - THUNDER BAY

4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
(807)343-7260 (Students Attending An Out-of-Province Institution only)
(900)565-6727 (Automated Voice Response System - $2.00 per call)
TTY 1-800-465-3958
Toll Free 1-800-465-3023 (Accounts Receivable Telephone)
Fax (807)343-7278
osap.gov.on.ca

Financial assistance in the form of loans, **grants**, and/or **bursaries** is available to Ontario postsecondary **students** for educational costs (such as tuition fees, books, and supplies) and basic living expenses. The amount of financial assistance available is based on a student's financial needs as determined by OSAP. Allowable educational costs and the expected financial resources of the student (and his or her family, if applicable) are taken into consideration when determining the amount and type of assistance. Further information, as well as details on all of the programs are available directly from the OSAP Web site at osap.gov.on.ca.

Services offered to the Public:
Aird Scholarship
Bursary for Students with Disabilities
Bursary for Students with Disabilities Attending Out-of-Country Postsecondary Institutions
Canada Millennium Scholarships
Canada Student Loans
Canada Student Loans for Part-Time Studies
Canada Study Grant for High Need Part-Time Students
Canada Study Grant for Students with Dependents
Canada Study Grant for Women in Doctoral Studies
Child-Care Bursary Plan
Fellowships for Studying in French
Interest Relief Plan
Loan Forgiveness Program
Ontario Graduate Scholarship
Ontario Special Bursary Plan
Ontario Student Assistance Program
Ontario Student Loans Plan
Ontario Student Opportunity Grant
Ontario Work Study Plan
Ontario-Quebec Exchange Fellowship
Sir John A. MacDonald Graduate Fellowship in Canadian History
Summer Language Bursary Program

UNIVERSITIES BRANCH

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1953
Fax (416)325-1959

The **Universities** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for the university sector and monitors program effectiveness. It provides a wide range of advisory services to the province's universities in areas such as interpretation and application of policy and program guidelines. **French**-language **education** and programming,

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distance education, and liaison with student organizations. The branch also administers special, capital and operating **grants** to universities.

Services offered to the Public:
Ontario/Quebec Health Study Program
University Student Information System - University Affairs Reports Student Records

TRAINING DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2990
Fax (416)325-2995

The Training Division is responsible for **labour market research** and policy; management and operation of the training system including apprenticeship, employment preparation and basic skills programs, literacy, youth employment services, and training services for employers; and the development and delivery of an integrated and cost-efficient training system that is consistent with the government's social, economic and fiscal priorities. The office of the Assistant Deputy Minister for Training oversees the operation of three branches within the division: the Labour Market Policy, Planning and Research Branch; the Workplace Preparation Branch; and the Workplace Support Services Branch. In addition to these branches, the division is responsible for the Apprenticeship Reform Project and the **Adult Education** Project.

APPRENTICESHIP REFORM PROJECT

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-3107
Fax (416)326-6573

The Apprenticeship Reform Project has a mandate to lead the process of reforming Ontario's apprenticeship system, including the legislative and funding framework. New directions for apprenticeship were announced in January 1998.

LABOUR MARKET POLICY PLANNING AND RESEARCH BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6592
Fax (416)314-3872

Labour Market Policy, Planning and Research (LMPPR) is responsible for the development of labour market and training policy for Ontario. LMPPR provides the Ministry of Training, Colleges and Universities with policy development, analysis and coordination support; conducts planning, research and evaluation with respect to labour market/training matters; conducts local board liaison; manages relations with the federal government and other provinces for labour market issues; and promotes the mobility of professionals and tradespeople.

ACCESS TO PROFESSIONS AND TRADES

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)326-6260
Fax (416)326-6265
8:30 - 5:00

The Access to Professions and Trades Unit continues the development and implementation of strategies to reduce barriers for foreign-trained professionals and tradespeople to practise the occupations for which they have been trained. The unit works in partnership with the federal government, educational institutions, and occupational regulatory bodies for improved **assessment** of foreign academic credentials.

LABOUR MARKET INFORMATION/RESEARCH UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-1754
Fax (416)326-6024

The Labour Market Information and Research Unit provides labour market information and research services to support policy development, program planning and program review within the division and throughout the ministry.

LABOUR MARKET POLICY DEVELOPMENT AND INTERGOVERNMENTAL RELATIONS

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3864
Fax (416)314-3872

The Labour Market Policy Development and Intergovernmental Relations unit provides macro-level policy development for labour market issues, and coordinates the ministry's involvement in intergovernmental initiatives and negotiations in the area of labour market development, including labour mobility issues.

LOCAL BOARDS LIAISON/COMMUNITY RELATIONS

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6495
Fax (416)326-6644

Local Boards Liaison/Community Relations supports the work of 25 Local Boards across Ontario, in cooperation with Human Resources Development Canada.

PLANNING AND EVALUATION

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6613
Fax (416)326-6820

The Planning and Evaluation Unit leads the planning and evaluation processes for the division.

POLICY COORDINATION

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2826
Fax (416)325-2927

The Policy Coordination Unit provides policy coordination services for the division; issues management; policy support to programs, and policy analysis regarding broader labour market issues.

WORKPLACE PREPARATION BRANCH

Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5837
(416)326-5656 (Training Hotline)
Toll Free 1-800-387-5656 (Training Hotline)
TTY Toll Free 1-800-637-0743
Fax (416)325-5505
Fax (416)326-5911

The **Workplace** Preparation Branch sets the standard for leading edge **employment** and adult **literacy** services across Ontario that are proven to be results-based and cost-effective. The branch does this by operating a toll-free **Training** Hotline that provides employment and training program information to the public. The branch also administers literacy and employment services through an extensive network of local agencies across Ontario. Services offered to the public include: Literacy and Basic Skills, Job Connect, Summer **Jobs** Service, Training Hotline.

Services offered to the Public:
Job Connect

LITERACY AND BASIC SKILLS

Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5482
TTY (416)326-5493
Fax (416)326-5505

Services offered to the Public:
Adult Basic Literacy/Numeracy Program
Ontario Basic Skills Program
Ontario Community Literacy Program

CENTRAL ONTARIO
Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
(416)326-5472 (Literacy and Basic Skills)
TTY (416)326-5493
Fax (416)326-5505 (Metro Toronto, Halton & Durham Regions and Simcoe County)
8:30 - 5:00

EASTERN ONTARIO
Suite 306, 1055 Princess St
Kingston K7L 5T3
(613)545-4435 (Literacy and Basic Skills)
Fax (613)545-1204 (West of Victoria County including Kingston and Ottawa)
8:30 - 5:00

NORTHERN ONTARIO
450 Notre Dame Ave
Sudbury P3C 5K8
(705)564-3030x37 (Literacy and Basic Skills)
Fax (705)564-3033 (South to Muskoka and Haliburton Counties)
8:30 - 5:00

WESTERN ONTARIO
285 Weber St N
Waterloo N2J 3H8
(519)885-6366 (Literacy and Basic Skills)
Fax (519)571-6047 (Southwestern Ontario, East to Hamilton-Wentworth & Wellington and Dufferin Counties)
8:30 - 5:00

WORKPLACE SUPPORT SERVICES BRANCH, APPRENTICESHIP AND CLIENT SERVICES

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)325-6162
8:00 - 5:00

The Workplace Support Services Branch develops, coordinates, implements, and evaluates **apprenticeship** and other **training** leading to **certification** in skilled occupations; provides expert advice on workplace needs **assessment**, training plans and human resources development; and works with **employers**, **employees**, organizations, communities and economic sectors to help them deal successfully with adjustment situations.

PROGRAM DELIVERY UNIT

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
Toll Free 1-800-387-5656 (Training Hotline)
Fax (416)326-5445
Fax (613)731-4160 (Adviser, Ottawa)
Fax (705)564-3033 (Adviser, Sudbury)
Fax (705)737-5684 (Adviser, Barrie)
Fax (519)542-3391 (Adviser, Sarnia)
Fax (905)521-7180 (Adviser, Hamilton)
Fax (613)731-4160 (Adviser, Ottawa)
Fax (705)745-1926 (Adviser, Peterborough)
www.edu.gov.on.ca/eng/training/apprentic

Apprenticeship is a hands-on training program for people who want to work in a skilled trade and who enjoy learning by doing. Updated information about apprenticeship opportunities, including details about **jobs** in four major areas: Auto Service, Construction, Manufacturing, and the Service sector is now available on the ministry's public website. English menu page: www.edu.gov.on.ca/eng/training/apprenticeship/appren.html French menu page: www.edu.gov.on.ca/fre/training/apprenticeship/appren.html

Services offered to the Public:
Adjustment Advisory Services
Ontario Youth Apprenticeship Program

CENTRAL DISTRICT FIELD OFFICES

BARRIE
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1431
Fax (705)737-5684
8:30 - 5:00

MISSISSAUGA
Suite 610, 10 Kingsbridge Garden Cir
Mississauga L3R 3K6
General Inquiry (905)279-7333
Fax (905)279-7332
8:30 - 5:00

PICKERING
Unit 1, 1420 Bayly St
Pickering L1W 3R4
General Inquiry (905)837-7721
Toll Free 1-800-461-4608
Fax (905)837-6726
Toll Free Fax 1-800-461-5385
8:30 - 5:00

TORONTO
1st Flr, 625 Church St
Toronto M7A 2B5
General Inquiry (416)326-5800
Fax (416)326-5799
8:30 - 5:00

EASTERN DISTRICT FIELD OFFICES

BELLEVILLE
Canada Trust Bldg
3rd Flr, 1 Bridge St E
Belleville K8N 5N9
General Inquiry (613)968-5558
Fax (613)968-2364
8:30 - 4:30

BROCKVILLE
Ontario Government Bldg
Oxford Ave
PO Box 1511
Brockville K6V 5Y6
General Inquiry (613)342-5481 (Monday, Wednesday, and Friday only)
Toll Free 1-877-417-9333
Fax (613)342-9299
8:30 - 4:30

CORNWALL
113 Amelia St
Cornwall K6H 3P1
General Inquiry (613)938-9702
Toll Free 1-877-668-6604
Fax (613)938-6627
8:30 - 4:30

KINGSTON
Suite 306, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4338
Fax (613)545-1204
8:30 - 5:00

OTTAWA
Suite 703, 1355 Bank St
Ottawa K1H 8K7
General Inquiry (613)731-7100
Fax (613)731-4160
8:30 - 5:00

PEMBROKE
169 Lake St
Pembroke K8A 5L8
General Inquiry (613)735-3911
Toll Free 1-800-807-0227
Fax (613)735-6452
8:30 - 4:30

PETERBOROUGH
Ontario Government Bldg
306 George St N
Peterborough K9J 3H2
General Inquiry (705)745-1918
Toll Free 1-877-433-6555
Fax (705)745-1926
8:30 - 4:30

NORTHERN DISTRICT FIELD OFFICES

KENORA
Suite 105, 810 Robertson St
Kenora P9N 4J5
General Inquiry (807)468-2879
Toll Free 1-800-734-9572 (Within 807 Area Code)
Fax (807)468-2881
8:30 - 4:30

NORTH BAY
Northgate Plaza
2nd Flr, 1500 Fisher St
North Bay P1B 2H3
General Inquiry (705)495-8515
Toll Free 1-800-236-0744 (Within 705 Area Code)
Fax (705)495-8517
8:30 - 4:30

SAULT STE MARIE
Roberta Bondar Pl
Suite 150, 70 Foster Dr
Sault Ste Marie P6A 6V9
General Inquiry (705)945-6815
Toll Free 1-800-236-8817
Fax (705)945-6818
8:30 - 5:00

SUDBURY
450 Notre Dame Ave
Sudbury P3C 5K8
General Inquiry (705)564-3030
Toll Free 1-800-603-5999
Fax (705)564-3033
8:30 - 5:00

THUNDER BAY
3rd Flr, 28 Cumberland St N
Thunder Bay P7A 4K9
General Inquiry (807)345-8888
Toll Free 1-800-439-5493
Fax (807)343-7240
8:30 - 5:00

TIMMINS
Ontario Government Complex
C Wing, 1270 Hwy 101 E
PO Bag 3095
South Porcupine P0N 1H0
General Inquiry (705)235-1950
Toll Free 1-877-275-5139 (Within 705 Area Code)
Fax (705)235-1955
8:30-4:30

WESTERN DISTRICT FIELD OFFICES

BRANTFORD
Suite 7, 515 Park Rd N
Brantford N3R 7K8
General Inquiry (519)756-5197
Fax (519)756-0724
8:30 - 4:30

CHATHAM
870 Richmond St
PO Box 220
Chatham N7M 5K3
General Inquiry (519)354-2766
Toll Free 1-800-214-8284
Fax (519)354-3094

HAMILTON
Ontario Government Bldg
5th Flr, 119 King St W
PO Box 2112
Hamilton L8P 4Y7
General Inquiry (905)521-7764
Toll Free 1-800-668-4479
Fax (905)521-7701
8:30 - 5:00

LONDON
Suite 201, 217 York St
London N6A 5P9
General Inquiry (519)675-7788
Toll Free 1-800-265-1050
Fax (519)675-7795
8:30 - 5:00

OWEN SOUND
Nor-Towne Plaza
Suite 108, 1131 2nd Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-5790
Toll Free 1-800-838-9468
Fax (519)376-4843
8:30 - 4:30

SARNIA
Suite 101, 1319 Exmouth St
Sarnia N7S 3Y1
General Inquiry (519)542-7705
Toll Free 1-800-363-8453
Fax (519)542-3391
8:30 - 4:30

ST CATHARINES
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2991
Toll Free 1-800-263-4475
Fax (905)704-2985
8:30-4:30

WATERLOO
285 Weber St N
Waterloo N2J 3H8
General Inquiry (519)571-6009
Toll Free 1-800-265-6180
Fax (519)571-6047
8:30 - 5:00

WINDSOR
2nd Flr, 1427 Ouellette Ave
Windsor N8K 1K1
General Inquiry (519)973-1441
Toll Free 1-800-663-5609
Fax (519)973-1415
8:30 - 5:00

PROGRAM DEVELOPMENT AND STANDARDS

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)326-5653

The Program Development and **Standards** unit develops long-term, on-the-job **apprenticeship training** programs which provide individuals with certified competency in traditional skilled occupations such as electrician and plumber, and new occupations, such as child and **youth** worker; develops short-term, competency-based modular training programs, as required, including occupations regulated by the Ministry of Consumer and Commercial Relations' Boilers and Pressure Vessels Act; develops (in partnerships with **employers**, industry and unions), implements and maintains training materials for both apprenticeship and modular programs; develops Ontario **certification examinations** (in partnership with college and industry experts); and participates in the development of **Interprovincial** Standards (Red Seal) examinations. Most modular training takes place on the job, and trainee competency is assessed by the employer.

PROGRAM SUPPORT

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)326-5653

The Program Support unit coordinates management information, the provincial purchase of apprenticeship training seats, planning and evaluation of Workplace Support Services Branch programs and activities; and the administration of the apprentice and modular records systems.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO COUNCIL OF REGENTS FOR COLLEGES OF APPLIED ARTS AND TECHNOLOGY

13th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)325-2914
Fax (416)325-2917

The Ontario Council of Regents for **Colleges** of Applied Arts and Technology is a provincial agency established under the Ministry of Colleges and **Universities** Act. The council has three roles. First, it provides strategic policy advice to the Minister of Training, Colleges and Universities to promote and encourage the effectiveness of Ontario's 25 Colleges of Applied Arts and Technology. Second, the council is responsible for the overall quality of governance of the colleges, including the responsibility to appoint the members of individual college boards. Third, the council, through the Colleges' Collective Bargaining Act, is the employer's agent for collective bargaining and related Human Resource Management issues.

ONTARIO GRADUATE SCHOLARSHIP PROGRAM - SELECTION BOARD

4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7257
Toll Free 1-800-465-3957
Fax (807)343-7278
osap.gov.on.ca
8:30 - 4:45

The Ontario Graduate Scholarship - Selection Board provides advice and recommendations to the Minister of Training, Colleges and Universities concerning the policies and administration of the Ontario Graduate Scholarship program and selects successful candidates for **funding** under the program.

ONTARIO STUDENT ASSISTANCE APPEAL BOARD

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4016
Fax (416)325-9253
9:00 - 5:00

The Ontario Student Assistance Appeal Tribunal advises the Minister of Training, Colleges and Universities on financial assistance given to the Ontario Student Assistance Program applicants.

MINISTRY OF TRANSPORTATION

301 St Paul St
St Catharines L2R 7R4

Mailing Address
1201 Wilson Ave
Downsview M3M 1J8

General Inquiry (905)704-2000 (MTO Info)
TTY (416)235-4902 (Downsview)
Toll Free 1-800-268-4686
Fax (416)327-9185 (Queen's Park)
www.mto.gov.on.ca

The Ministry of Transportation is responsible for ensuring a safe, sustainable, efficient and high-quality transportation network. The ministry sets safety standards; establishes and enforces road user safety regulations; sets design and maintenance standards; and manages the construction and maintenance of the provincial transportation network. The ministry also works with other governments to coordinate and integrate transportation networks to promote harmony in policies and regulations. Safety and highway preservation will continue to be the key priority.

DEPUTY MINISTER'S OFFICE

LEGAL SERVICES BRANCH

West Tower
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
(416)235-4408 (Reception)
Fax (416)235-4924

The Legal Services Branch provides the ministry with legal services, including advice on driver and vehicle licensing matters. The branch provides advice to the ministry on the interpretation of statutes and regulations and assists in the preparation and review of proposed legislation, regulations and other legal documents such as contracts. It also coordinates ministry prosecutions and litigation, participates in the settlement of claims and appears before administrative tribunals. The branch is staffed by the Ministry of the Attorney General.

CORPORATE SERVICES DIVISION

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2693
Fax (905)704-2445
8:30 - 5:00

The Corporate Services Division is responsible for supporting the core businesses of the ministry in managing its financial and facility resources.

FACILITIES AND OPERATION SERVICES BRANCH

Garden City Tower
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2092
Fax (905)704-2833
8:00 - 5:00

The Facilities and Operation Services Branch is responsible for corporate advice, product delivery and services related to procurement, including consultant services, government fleet acquisition, facilities and accommodation services, telecommunication management, printing and publishing, customer information services, as well as other corporate operation services. The Executive Office, Business Strategies Office, Acquisition Management Office, Facilities Management Office, Publishing Management Office and Customer Information Services Office form the foundation of this branch.

CUSTOMER INFORMATION SERVICES OFFICE

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2200
Fax (905)704-2003
8:30 - 5:00

The Customer Information Services Office is located in St Catharines and provides effective, accurate and timely information for the media, the general public and for other business units within MTO and other ministries throughout the Ontario Government.

GOVERNMENT INFORMATION CENTRE

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2111
Fax (905)704-2003
8:00 - 5:00

Front line customer service representatives provide information on all provincial ministry related inquiries for programs and services. The mandate of the Government Information Centre is to provide the public with a direct referral to the appropriate ministry experts. Ministry applications and business forms, including assistance for completion, are available at the Centre. The public has access to a variety of free ministry **publications** and to utilize public use Internet computers. The computers provide direct access to ministry web sites. Paid publications may be ordered through Publications Ontario, via the Internet, a fax order form, or a toll free phone number. Customer service representatives will assist the public in completing and submitting the appropriate order form. The Government Information Centre has also partnered with Ontario Business Connects to provide the public with the capability of registering a new business or conducting a business name search online.

MTO INFO (INQUIRY CENTRE)

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)235-4686 (Toronto)
General Inquiry (905)704-2000
TTY (905)704-2426
Toll Free 1-800-268-4686
Fax (905)704-2003
www.mto.gov.on.ca/english/faq
8:30 - 5:00

MTO INFO Inquiry Centre handles telephone and internet e-mail general customer inquiries involving MTO programs and services and provides direct referral to specific MTO experts. MTO Info maintains an Internet public site detailing frequently asked questions at: http:// www.mto.gov.on.ca/english/faq/

MTO ROAD CONDITION INFORMATION

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)235-1110 (Toronto - 24 hr Automated)
Toll Free 1-800-268-1376 (24 hr Automated)
Fax (905)704-2001
9:00 - 5:00

The MTO Road Condition Information office handles the collection, dissemination, distribution, and the service quality management of road condition information and summer construction road information. Road condition information is available 24 hours, 7days/week through an automated voice messaging system that is updated four (4) times per day. The same scripted information, updated on a similar frequency as the voice messaging system is available on the Internet public site at: http://www.mto.gov.on.ca/english. General **traffic** information, including traffic cameras, for the GTA can also be accessed through this site.

FINANCE BRANCH

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2704
Fax (905)704-2515
8:00 - 5:00

The Finance Branch provides the ministry with financial direction, planning, management and accounting services, and serves as financial liaison with Management Board and Treasury Board, the Provincial Auditor and other Ontario government ministries and agencies. The branch is organized into four main functional areas: corporate budget, general corporate accounting (including direct & corporate services), financial strategies, and financial quality assurance.

HUMAN RESOURCES BRANCH

Garden City Tower
5th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2692
Fax (905)704-2747
8:30 - 5:00

Human Resources Branch provides leadership in the development of human resources, practices, plans and systems in support of the ministry's priorities and business plans. Branch staff provides consulting services to the executives, line managers and staff on human resources management issues. The branch works in partnership with staff and their organized representatives to provide a safe, healthy and responsive workplace environment. The branch's functions include: establishing human resources management policies and procedures; directing organization design, development and workplace innovation strategies; providing leadership in labour relations; maintaining databases and systems to support effective human resources management; leading corporate planning for the provision of services in French; developing strategies to support equal opportunity. The branch also provides services for employee benefits and group insurance, classifications, staffing and pay administration.

INFORMATION SYSTEMS BRANCH

Garden City Tower
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2811
Fax (905)704-2005
8:00 - 5:00

The Information Systems Branch is responsible for the management and delivery of information and information technology (I&IT) services that are common to all core businesses, that cross core business lines or that require a high degree of standardization and interface with corporate information technology functions and services. The branch consists of three offices: Application Information Management Office, Technology Infrastructure Management Office, Enterprise I.T. Management Office, and three sections: Information Security Services, Freedom of Information and Information Reference Services. The branch manages the development of strategic and operational information technology plans that define how the ministry will use information technology to achieve business objectives. It is responsible for the development and operation of the ministry's technical architecture that links all ministry offices across the province.

INTERNAL AUDIT SERVICES

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2338
Fax (905)704-2333
8:00 - 5:00

The Internal Audit Services provides audit and evaluation services to management within the ministry by: providing independent assessments on the state of control and risk, consulting and making recommendations on financial and management controls; evaluating the effectiveness of ministry programs and activities; auditing existing information systems and advising on the development of new systems; investigating suspected fraud, inpropriety or other issues.

OPERATIONS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-9044
Fax (416)327-9226
8:30 - 5:00

Operations Division is responsible for the delivery of transportation facilities and services to all client groups. Operations Division is responsible for building and maintaining the provincial highway system and **airports**; building and operating some **ferry** services; driver and vehicle licensing; driver examinations; commercial vehicle **inspection**s and highway carrier **enforcement**. This is done through the Program Management Branch at head office and through five regions, 11 district engineering offices and a number of driver and vehicle offices. These regional functions are described in separate entries.

CONSTRUCTION AND OPERATIONS BRANCH

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2032
Fax (905)704-2030
8:00 - 4:30

The Construction and Operations Branch is responsible in the areas of construction, maintenance, property, and claims for the development of operating policies, procedures and systems, conformity of program delivery processes, assessment of operational efficiency and identification of needs for change and improvement as well as availability of professional expertise. This branch is also responsible for the operation of the government garage; coordinator of MTO response to Ontario emergencies pre-qualification of contractors, preparation of official estimates for construction contracts; preparation of construction contracts; bid enquiries; resolution of engineering claims appealed to the ADM of Operations; resolution of public claims against the ministry and claims by the ministry; and OMB **arbitration** of property expropriation.

CLAIMS OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3023
Fax (905)704-2777
8:00 - 5:00

The **Claims** Office is responsible for resolving public claims against the ministry as follows: Operational policies and procedures related to public claims against the ministry or claims; the negotiation and settlement of claims against the ministry, for which the ministry is not insured, including well claims and insurance claims due to **construction** vibration, **drainage**/flooding, dust, and blasting; recovery of damage to crown property; payment to municipal fire departments for attendance on crown highways; recovery of municipal fire department costs from responsible parties/insurance companies; liaising on claims for damage or loss of employee personal property through negligency of the ministry; liaising on claims where incorrect or outdated D&V information results in financial loss or inconvenience.

CONSTRUCTION OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
(905)704-2203 (Contract)
Fax (905)704-2040
8:00 - 5:00

The **Construction** Office deals with policies, management and award of **transportation** construction contracts. The Contract Section prepares contract documents for tendering, answers inquiries during the tendering stage, and awards contracts. The Qualification Control Section is responsible for the administration of the ministry's system of qualification for road and bridge construction and maintenance **contractors**. The Estimating Sections prepares the official cost estimate on construction and maintenance contracts, evaluates contractor bids, and makes award recommendations. The Construction Section and the Quality Systems Section coordinate the development of policies and guidelines for construction administration, payment, quality assurance processes, and contracting methods. The Claims Section assesses engineering claims appeal to the Assistant Deputy Minister, Operations Division and develops the ministry's dispute resolution process.

MAINTENANCE OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2990
Fax (905)704-2848
8:00 - 5:00

The Maintenance Office develops quality **standards** and operating policies for the maintenance of provincial **highways** system; and specifications, standards, policies and procedures for the purchase, repair, maintenance and operation of the ministry's OPS/vehicles and equipment. The office includes the Government Garage. The office also provides technical leadership and training in the areas of highway maintenance, maintenance contracts, facilities maintenance, **roads**ide vegetation management, **pavement** markings, sign manufacturing, fleet maintenance and repairs, vehicle operation, maintenance management, and coordination of ministry emergency response.

GOVERNMENT GARAGE

Macdonald Block
Rm M1B-93, 900 Bay St
Toronto M7A 2A2
General Inquiry (416)327-7017
Fax (416)327-7023
Fax (416)327-7024
8:15 - 4:30

The Government Garage provides a complete chauffeur and garage service to government ministries.

PROPERTY OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
Fax (905)704-2030
8:15 - 4:30

The Property Office is responsible for the development of provincial operational policies and procedures in the areas of property appraisal, acquisition, **land** management, sales and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance; reviews selected regional land appraisals, coordinates technical training programs and systems development in property processes; and prepares all **arbitration** cases proceeding before the Ontario Municipal Board.

PROGRAM MANAGEMENT BRANCH

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 4:30

The Program Management Branch (PMB) provides corporate management and support to the delivery of the provincial highways core business. PMB supports the Provincial Highways Management (PHM) core business through the provision of coordinated business planning, strategic use of IT resources within PHM, coordinated program planning and evaluation, consolidated financial management, efficient administrative services.

PROGRAM AND RESOURCES MANAGEMENT

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600

The Program and Resources Management Office is responsible for providing program and resource management to the Provincial Highways Management core business. In the area of program management, the office works to develop and manage current and multi-year capital programs, develop proposals and options for special and partnership programs, and to provide input, support and leadership for testing and implementation of multi-year components of Improvement Delivery (CID). In the area of resources management, the office manages allocations and expenditure dollars for Capital and Operations & Maintenance Programs, Special Projects and First Nations funding. It also provides input analysis for risk management of allocations, liaison between field and corporate offices to ensure process control, implementation, and accountability, and provides training for the financial aspects of the contract administration processes as well as input, support and leadership for testing & implementing CID.

PROGRAM DEVELOPMENT AND EVALUATION OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600

The Program Development and Evaluation Office is responsible for providing development and evaluation of the five year capital investment plan for the Provincial Highways Management core

business. In the area of asset management, the office works to develop, utilize and link more advanced asset management tools, constructs and implements related business processes, and conducts evaluation of PHM assets to allow integrated priority setting.

RESOURCES PLANNING OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600

The Resources Planning Office supports division leadership and facilitates strategic and operational business and human resources planning. Main functions also include: Development and coordination of organization and business practices; coordination of communications and marketing, coordination of the Provincial Highways Management core business technical training programs and special projects management and division executive committee and issues management support.

SYSTEMS DEVELOPMENT OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600

The System Development Office provides IT Planning Services, Application Development Services, and Application and Database Production Support Services for both the Provincial Highways Management and Transportation Policy, Planning and Standards core business.

REGIONAL AND DISTRICT OFFICES

Regions and Districts perform delivery functions for the Operations, Administration, Policy and Planning, and Safety and Regulation programs and, in Northwest region only, the Air Program. Each of the five regions is responsible for a defined geographic part of the province. Some functions are performed at the regional level, while others are delivered at the district level. Each region except Central Region, is divided into both Provincial Highways, and **Driver** and **Vehicles** Areas. The five regional offices situated in London (Southwestern Region), Downsview (Central Region), Kingston (Eastern Region), North Bay (Northern Region) and Thunder Bay (Northwestern Region) do the route planning, design, construction and maintenance for the provincial highway system and the field administration of the driver and vehicle responsibilities.

REGIONAL DIRECTORS

1201 Wilson Ave
Downsview M3M 1J8

The province is divided into five geographic regions, with the regional director in each area (listed separately) responsible for the planning, design, construction and maintenance of provincial **highways**; the administration of the Municipal Transportation Subsidy Programs; the examination and licensing of drivers; the **registration** and licensing of motor vehicles; and the **enforcement** of highway carrier regulations.

CENTRAL REGION (TORONTO)
Atrium Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5412
Fax (416)235-5266
8:30 - 5:00

CENTRAL REGION - DRIVERS AND VEHICLES OFFICES
Atrium Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4393
Fax (416)235-4670
8:00 - 4:30

DRIVER EXAMINATION CENTRES/MTO ISSUING OFFICES

CENTRAL EAST DRIVER EXAMINATION COORDINATOR
East Bldg
Rm 169, 2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-3523

AURORA DRIVER EXAMINATION CENTRE
50 Bloomington Side Rd W
Aurora L4G 3G8
General Inquiry (905)713-7309
Fax (905)713-7314
9:00 - 5:00

DOWNSVIEW DRIVER EXAMINATION CENTRE
East Bldg
Rm 169, 2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-4949
Fax (416)235-5626
8:30 - 4:30

METRO EAST DRIVER EXAMINATION CENTRE
Victoria Terrace Plaza
1448 Lawrence Ave E
Toronto M4A 2V6
General Inquiry (416)325-8572
(416)325-8580 (Automated Road Test Appointments)
9:00 - 5:00

OSHAWA DRIVER EXAMINATION CENTRE
67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)728-7789
(905)728-7616 (Recording)
9:00 - 5:00

CENTRAL WEST DRIVER EXAMINATION COORDINATOR
1182 North Shore Blvd E
Burlington L5R 3Z9
General Inquiry (905)637-4108x254
8:00 - 4:30

BURLINGTON DRIVER EXAMINATION CENTRE
Zellers Plaza
152 Plains Rd W
Burlington L7T 1E9
General Inquiry (905)632-0446
General Inquiry (905)632-5453
8:30 - 4:30

HAMILTON EAST DRIVER EXAMINATION CENTRE
370 Kenora Ave N
Stoney Creek L8E 2W2
General Inquiry (905)561-7822
Toll Free 1-888-810-8899
8:30 - 4:30

JOHN RHODES DRIVER EXAMINATION CENTRE
John Rhodes Centre
7900 Airport Rd
Brampton L6T 4N8
General Inquiry (905)793-4341
(905)874-4080 (Automated Road Test Appointments)

OAKVILLE DRIVER EXAMINATION CENTRE
Unit 2, 177 Cross Ave
Oakville L6J 2W7
General Inquiry (905)845-5761
8:30 - 4:30

ST CATHARINES DRIVER EXAMINATION CENTRE
Unit 1, 285 Bunting Rd
St Catharines L2M 7T9
General Inquiry (905)646-2957
Toll Free 1-800-524-9908
8:30 - 4:30

DOWNSVIEW ISSUING OFFICE
East Bldg
2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-2999
Toll Free 1-800-268-7590
8:30 - 4:30

HAMILTON ISSUING OFFICE
370 Kenora Ave N
Stoney Creek L8E 2W2
General Inquiry (905)561-5926 (Auto Attendant)
8:30 - 4:30

QUEEN'S PARK ISSUING OFFICE
Macdonald Block
1st Flr, 900 Bay St
Toronto M7A 2A2
General Inquiry (416)325-8650
8:30 - 4:30

ENFORCEMENT OFFICES

DURHAM
67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)728-7505
Fax (905)433-6907 (Oshawa)
8:00 - 4:00

HALTON
1182 North Shore Blvd E
PO Box 5020
Burlington L5R 3Z9
General Inquiry (905)637-4108x234
8:00 - 4:30

HAMILTON/NIAGARA
903 Barton St E
Stoney Creek L8E 5P5
General Inquiry (905)643-7947x201
General Inquiry (905)892-8631 (Niagara Sub Office)
8:00 - 4:00

PEEL
John Rhodes Driver Examination Centre
7900 Airport Rd
Brampton L6T 4N8
(905)793-4345 (Peel Region Enforcement)
Fax (905)874-4035
9:00 - 5:00

TORONTO
2064 Kennedy Rd
Scarborough M1T 3V1
General Inquiry (416)325-2519
Fax (416)325-8591
8:00 - 4:00

YORK
1st Flr, 50 Bloomington Rd W
Aurora L4G 3G8
General Inquiry (905)713-7324
Fax (905)713-7328
8:00 - 4:00

CONSTRUCTION OFFICE

Atrium Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5462
Fax (416)235-5323
8:00 - 5:00

Through five regional Construction Offices, the ministry administers and supervises contracts of new highway facilities and for rehabilitation and upgrading of the existing highways (see Regions and Districts for regional offices locations).

CORRIDOR MANAGEMENT OFFICE

Atrium Tower
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (905)637-4108x221 (Burlington)
General Inquiry (416)235-5385 (Downsview)
Fax (416)235-4267 (Downsview)
Fax (905)637-4114 (Burlington)
8:00 - 5:00

The Corridor Management Office administers control over the following on and adjacent to Provincial Highways: Commercial Signage, Building and Land Use, Entrances, Encroachments on MTO right-of-way, Utility Management in MTO corridors, Severances, Official Plans, **Zoning** By-Laws, Minor Variances and **Subdivisions**. The office is responsible for reviewing applications from developers, municipalities, utility companies and the general public, reviewing for adherence to policies and impacts on the highway system, resolving conflicts, issuing **permit**s and enforcement of violations of policies.

ENGINEERING OFFICE

Atrium Tower
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5553
Fax (416)235-3436 (Manager)
8:00 - 5:00

The **Engineering** Office is responsible for the coordination of all aspects of the planning and design of provincial highways. This office is comprised of staff in the fields of project management, highway design, geotechnical engineering, electrical engineering and structural (bridge) engineering. The Engineering Office manages the planning and preliminary design associated with new highways, highway expansion and projects that include the preparation of construction contracts for highway improvements. This office is responsible for the delivery of the ministry's capital construction program for Central Region.

PLANNING AND ENVIRONMENTAL OFFICE

Atrium Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5485
(905)704-2177 (St Catharines)
Fax (416)235-4940
Fax (905)704-2044 (St Catharines)
8:00 - 5:00

Only Central Region has a Planning and Environmental Office. The office conducts sub-area, corridor, route location studies, and all aspects of the **environmental assessment** process for new highways. The office provides environmental assessment, environmental protection; and specialty archaeological, acoustical, landscape, fisheries and waste management services to engineering, construction and operations/maintenance projects. In addition, the office is responsible for environmental standards policy for Operations Division.

PROPERTY SECTION

Atrium Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4339 (Property document retrieval service)
General Inquiry (416)235-4953
Fax (416)235-5293 (Property document retrieval service)
Fax (416)235-4940
8:00 - 5:00

The primary function of the Property Section is to provide property and property rights for the construction and maintenance of provincial highway in Ontario. This involves the determination and settlement of **compensation** arising from the acquisition of **land** or interests in the land, along with the removal of buildings or other obstacles to allow for highway construction. Secondly, the Property Section is responsible for the management, leasing, and disposal of property declared surplus to right-of-way requirements and property held pending highway construction. The responsibility of investigating and settling damage and business loss claims arising from ministry construction activities, along with damage claims arising from survey, construction, and maintenance operations, but excluding contractors' liabilities also lies within the Property Section.

SURVEYS AND PLANS SECTION

Atrium Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4954
Fax (416)235-4940
8:00 - 5:00

Surveys and Plans Section provides both pre-contract engineering surveying and legal (cadastral) surveying services. Pre-contract engineering surveying involves data capturing of existing ground conditions to be used for highway planning/design/construction and maintenance activities. Legal surveying involves the definition of new and existing property boundaries for three main purposes, firstly, for acquiring lands for highway construction, secondly, for disposing surplus properties after construction and thirdly, for maintaining jurisdictional control of the existing infrastructure, e.g. designation, transfers, closing and assumption of the provincial highway network.

EASTERN REGION (KINGSTON)
355 Counter St
Postal Bag 4000
Kingston K7L 5A3
(613)544-2220 (Main Switchboard)
Toll Free 1-800-267-0295 (General Inquiry)
Toll Free 1-800-267-0284 (Road Info)
Fax (613)545-4786 (Main Switchboard)
Fax (613)540-5154 (Property)
Fax (613)547-1772 (Construction)
Fax (613)547-1777 (Regional Director)
Fax (613)545-4607 (Health & Safety)
Fax (613)547-1774 (Regional Operations)
Fax (613)540-5106 (Planning & Design)
Fax (613)540-5159 (Eastern Region - Drivers & Vehicles)
Fax (613)540-5129 (Human Resources/ Employee Services)
Fax (613)545-4769 (Materials Management)
Fax (613)545-4821 (Engineering, Structural, Surveys & Plans, Geotechnical)

DISTRICT NO 42 (KINGSTON)
355 Counter St
Postal Bag 4000
Kingston K7L 5A3
(613)544-2220 (Main Switchboard)
Fax (613)547-1774

DISTRICT NO 42 (OTTAWA)
530 Tremblay Rd
PO Box 9530 Terminal
Ottawa K1G 0E4
(613)745-6841 (Main Switchboard)
Fax (613)748-5297

DISTRICT NO 43 (BANCROFT)
50 Monck St
PO Box 300
Bancroft K0L 1C0
(613)332-3220 (Main Switchboard)
Toll Free 1-800-554-0487 (General & Road Info)
Fax (613)332-3751

REGIONAL DRIVERS AND VEHICLES
355 Counter St
Kingston K7L 5A3
Toll Free 1-800-600-9933 (Enforcement)
Toll Free 1-800-267-0293 (General Inquiry)
Fax (613)540-5159

KINGSTON DISTRICT OFFICE
355 Counter St
Postal Bag 4000
Kingston K7L 5A3
General Inquiry 1-800-267-0293
Fax (613)545-4781

BANCROFT
50 Monck St
PO Box 300
Bancroft K0L 1C0
General Inquiry (613)332-4441
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)332-2337

BELLEVILLE
Unit 12, 345 College St E
Belleville K8N 4Z6
General Inquiry (613)962-8661
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)962-6566

BROCKVILLE
2211 Parkedale Ave
Brockville K6V 6B2
General Inquiry (613)342-9772
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)342-0573

LINDSAY
Rm 131, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6431
Toll Free 1-800-600-9933 (Enforcement)
Fax (705)324-6131

PETERBOROUGH
749 Erskine Ave
Peterborough K9J 7Y6
General Inquiry (705)745-9066
Toll Free 1-800-600-9933 (Enforcement)
Fax (705)745-2615

OTTAWA DISTRICT OFFICE
1570 Walkley Rd
Ottawa K1P 6P5
(613)731-6451 (Issuing Office)
(613)731-6451 (Oversize/Overweight Permits)
(613)731-3731/3962 (Drivers & Vehicles)
Toll Free 1-800-600-9933 (Enforcement)
Toll Free 1-800-267-0293
Fax (613)731-1444

CORNWALL
120 Tollgate Rd W
Cornwall K6J 5M3
General Inquiry (613)933-8921
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)933-3197

HAWKESBURY
21 Nelson St E
Hawkesbury K6A 1L4
General Inquiry (613)632-4638
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)632-5387

PEMBROKE
513 Eganville Rd
Pembroke K8A 4E6
General Inquiry (613)732-7041
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)732-4014

RENFREW
740 Stewart St N
Renfrew K7V 4G8
General Inquiry (613)432-4556
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)432-7455

SMITHS FALLS
283 Brockville St
Smiths Falls K7A 4Z6
General Inquiry (613)283-2815
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)283-2448

WINCHESTER
Unit 1, 12028 Dawley Dr
Winchester K0C 2K0
General Inquiry (613)774-2206
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)774-1965

NORTH WESTERN REGION (THUNDER BAY)
615 S James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2000
(807)473-2100 (Road Info)
Toll Free 1-800-465-5034 (General Info)
Toll Free 1-800-465-5032 (Road Info)
Fax (807)473-2157
Fax (807)473-2165 (RD's Office)
8:15 - 4:30

DISTRICT NO 61 (THUNDER BAY)
615 S James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2044
Fax (807)473-8423
8:15 - 4:30

KENORA AREA OFFICE
808 Robertson St
PO Box 5070
Kenora P9N 3X9
General Inquiry (807)468-2740
Fax (807)468-2784
8:15 - 4:30

DISTRICT NO 62 (SAULT STE MARIE)
Roberta Bondar Place
4th Flr Suite 420, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6611
Fax (705)945-6830
8:15 - 4:30

DRIVERS AND VEHICLES
615 S James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2122
(807)473-2021 (Enforcement/Highway Carrier)
Toll Free 1-800-465-5035 (Drivers & Vehicles - Thunder Bay)
Fax (807)473-2147 (Regional Drivers & Vehicles - Thunder Bay)
Fax (807)473-2133 (District Driver & Vehicle Office Thunder Bay)
8:15-4:30

KENORA
808 Robertson St
PO Box 2250
Kenora P9N 3X8
General Inquiry (807)468-2774
Fax (807)468-2784
8:15 - 4:30

SAULT STE MARIE
740 Great Northern Rd
Sault Ste Marie P7A 5K7
General Inquiry (705)945-9393
Fax (705)945-6851
8:15 - 4:30

THUNDER BAY
615 S James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2122
Fax (807)473-2133
8:15 - 4:30

NORTHERN REGION (NORTH BAY)
Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)472-7900 (Main Switchboard)
Toll Free 1-800-461-9548 (Drivers & Vehicles, Demerit Point Interviews, Within Area Code 705)
Toll Free 1-800-461-9523 (Road Information, Within Area Code 705)
Toll Free 1-800-461-9547 (General Inquiry, Within Area Code 705)
Fax (705)497-5415 (Drivers & Vehicles Enforcement - North Bay)
Fax (705)497-5509 (Property)
Fax (705)497-5525 (Construction, Quality Assurance)
Fax (705)497-5533 (North Bay District - Drivers & Vehicles)
Fax (705)497-5463 (Special Initiatives Office)
Fax (705)497-5485 (Purchasing, Accounts Payable & Finance)
Fax (705)497-5409 (Manager of Engineer, Executive Office)
Fax (705)497-6800 (Municipal Section (North Bay Area Office))
Fax (705)497-6877 (Regional Operations)
Fax (705)497-5409 (Regional Director)
Fax (705)497-5422 (Main Switchboard)
Fax (705)497-6806 (Regional Occupational Health & Safety/Workplace Safety & Insurance)
Fax (705)497-5531 (Human Resources)
Fax (705)472-6778 (Surveys & Plans)
Fax (705)497-5426 (Geotechnical, Structural)
Fax (705)497-5439 (Regional Drivers & Vehicles)
Fax (705)497-5499 (Planning & Design, Traffic, Environmental)
8:30 - 5:00

DISTRICT NO 52 (HUNTSVILLE)
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-2391
Toll Free 1-800-255-7814
Fax (705)789-3783 (Garage)
Fax (705)789-3606
8:30 - 5:00

DISTRICT NO 53 (NEW LISKEARD)
500 Rockley Rd
PO Box 1390
New Liskeard P0J 1P0
General Inquiry (705)647-5406 (Drivers Vehicles)
(705)647-6761 (Switchboard)
Toll Free 1-800-720-1120 (Switchboard)
Fax (705)647-4571 (Administration)
8:30 - 5:00

COCHRANE AREA OFFICE - DISTRICT 53
50 Third Ave
PO Box 5000
Cochrane P0L 1C0
(705)272-4333 (Main Switchboard)
Toll Free 1-800-280-1465 (Main Switchboard)
Toll Free 1-800-806-6649 (Winter Road Conditions)
Fax (705)272-6448
8:30 - 5:00

DISTRICT NO 54 (NORTH BAY)
Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)472-7900
Fax (705)497-6800 (Area Office)
Fax (705)497-5524 (Garage - Shop Foreman)
8:30 - 5:00

DISTRICT NO 54 (SUDBURY)
5th Flr Suite 503, 159 Cedar St
Sudbury P3E 6A5
(705)564-7722 (Main Switchboard)
Toll Free 1-800-222-1047 (Main Switchboard)
Fax (705)564-3025 (Construction)
Fax (705)564-7731 (Garage Operations)
Fax (705)564-2949 (District Engineer)
Fax (705)564-3144 (Main Switchboard)
Fax (705)522-8074 (Municipal Section)
8:30 - 5:00

DRIVERS AND VEHICLES
Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
(705)497-6277 (Regional Office)
Toll Free 1-800-461-9548 (Demerit Points Interviews)
Fax (705)497-5439
8:30 - 5:00

GRAVENHURST (WEIGH SCALES)
Hwy 11 S
Gravenhurst P0C 1G0
General Inquiry (705)687-4845

HUNTSVILLE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-3459
Fax (705)789-9533
8:30 - 5:00

NORTH BAY
Ontario Government Bldg
Suite 103, 477 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-5414 (Drivers & Vehicles)
General Inquiry (705)497-5411 (Regional Office)
Fax (705)497-5415 (District Office Enforcement)
8:30 - 5:00

TIMMINS
Ontario Government Complex
E Wing, Hwy 101 E
Postal Bag 4000
South Porcupine P0N 1H0
(705)235-1460 (District of Timiskaming & Cochrane)
Fax (705)235-1475
8:30 - 5:00

COCHRANE
Cochrane Board of Trade Information Hut
3 Third Ave
Box 5000
Cochrane P0L 1C0
General Inquiry (705)272-7554

ESPANOLA
Ontario Government Complex
148 Fleming St
Espanola P5E 1R8
General Inquiry (705)869-4884
Fax (705)869-5865

KAPUSKASING
West Rd Hwy 11
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)335-4290
Fax (705)335-8765
8:30 - 5:00

KIRKLAND LAKE
10 Government Rd E
Kirkiand Lake P2N 1A2
General Inquiry (705)568-4510
Fax (705)568-4515
8:30 - 5:00

NEW LISKEARD
500 Rockley Rd
New Liskeard P0J 1P0
General Inquiry (705)647-5406
Fax (705)647-4571
8:30 - 5:00

SUDBURY
Montrose Mall
782 Lasalle Blvd
Sudbury P3A 4V4
(705)566-0315 (Driver Examination, Oversize/Overweight Permits, Enforcement)
Fax (705)564-4122 (Enforcement)
Fax (705)564-3026
8:30 - 5:00

SOUTH WESTERN REGION (LONDON)
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4000
Fax (519)873-4236

DRIVERS AND VEHICLES
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4300
Toll Free 1-800-773-1775
Fax (519)873-4332 (Drivers & Vehicles Regional)
Fax (519)873-4306 (Drivers & Vehicles District)
8:00 - 5:00

KITCHENER DISTRICT

DRIVER EXAMINATION
524 Belmont Ave W
Kitchener N2M 5E3
General Inquiry (519)873-8150
Toll Free 1-800-265-6363
Fax (519)571-6015
8:00 - 5:00

BARRIE
353 Duckworth St
Barrie L4M 5C2
(705)739-6624 (Drivers & Vehicles)
Fax (705)739-6625
8:15 - 4:30

GUELPH
Unit 106, 255 Woodland Rd W
Guelph N1H 8J1
General Inquiry (519)824-2790 (Driver Examination)
Fax (519)824-5614
8:15 - 4:30

ORANGEVILLE
Unit 3, 50 Fourth Ave
Orangeville L9W 1G6
General Inquiry (519)941-6861 (Driver Examination)
Fax (519)941-9493
8:15 - 4:30

ORILLIA
404 Laclie St
Orillia L3V 4P5
General Inquiry (705)326-9293 (Driver Examination)
Fax (705)329-0260
8:15 - 4:30

OWEN SOUND
1450 Seventh Ave E
Owen Sound N4K 5R1
General Inquiry (519)376-2342 (Driver & Vehicles)
Fax (519)372-0340
8:15 - 4:30

WALKERTON
200 McNab St
Walkerton N0G 2V0
General Inquiry (519)881-3400
Fax (519)881-2063
8:15 - 4:30

MOTOR CARRIER ENFORCEMENT
524 Belmont Ave W
Kitchener N2M 5E3
General Inquiry (519)744-8150
Toll Free 1-800-265-6363
Fax (519)571-6015

BARRIE
OPP
2nd Flr, 20 Rose St
Barrie L4M 2T2
General Inquiry (705)739-6626
Fax (705)739-6607

BRANTFORD
515 Park St N
Brantford N3R 7K8
General Inquiry (519)756-0167
Fax (519)756-1410

CLINTON
154 Beech St
Clinton N0M 1L0
General Inquiry (519)482-5536
Fax (519)482-9192

ORANGEVILLE
Unit 3, 50 4th Ave
Orangeville L9W 4P1
General Inquiry (519)941-8907
Fax (519)941-9493

OWEN SOUND
1450 7th Ave E
Owen Sound N4K 2Z1
General Inquiry (519)376-1341
Fax (519)376-0633

LONDON DISTRICT

DRIVER EXAMINATION
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4300 (Drivers & Vehicles)
Toll Free 1-800-773-1775
Fax (519)873-4306 (Drivers & Vehicles District)
Fax (519)873-4332 (Drivers & Vehicles Regional)
8:00 - 5:00

BRANTFORD
Unit 7, 515 Park Rd N
Brantford N3R 7K8
General Inquiry (519)756-0290 (Driver Examination)
Fax (519)756-1410
8:30 - 4:30

CLINTON
154 Beech St
Clinton N0M 1L0
General Inquiry (519)482-7831 (Driver Examination)
Fax (519)482-9192
8:15 - 4:30

SIMCOE
548 Queensway W
Simcoe N3Y 4T2
General Inquiry (519)426-6722 (Driver Exam)
Fax (519)428-5341
8:15 - 4:30

STRATFORD
581 Huron St
Stratford N5A 5T8
(519)271-0961 (Driver Exam)
Fax (519)271-9009
8:15 - 4:30

TILLSONBURG
107 Concession St E
Tillsonburg N4G 4W4
General Inquiry (519)842-5739 (Driver Exam)
Fax (519)688-2631
8:15 - 4:30

WOODSTOCK
476 Peel St
Woodstock N4S 1K1
General Inquiry (519)539-2223 (Driver Exam)
Fax (519)539-8511
8:15 - 4:30

MOTOR CARRIER ENFORCEMENT
Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4285
Toll Free 1-800-265-6072
Fax (519)873-4306

PUTNAM NORTH
659 Exeter Rd
London N6E 1L3
General Inquiry (519)268-7612
Fax (519)268-2779

PUTNAM SOUTH
659 Exeter Rd
London N6E 1L3
General Inquiry (519)268-2518
Fax (519)268-8240

TILLSONBURG
107 Concession St E
Tillsonburg N4G 4W4
General Inquiry (519)842-2039
Fax (519)668-2631

WINDSOR DISTRICT

DRIVER EXAMINATION
Southgate Plaza
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)972-7349 (Driver Examination)
Toll Free 1-800-265-1341& 1342
Fax (519)973-1492
8:00 - 5:00

CHATHAM
870 Richmond St
Chatham N7M 5L3
General Inquiry (519)352-6154 (Driver Exam)
Fax (519)352-9346
8:15 - 4:30

SARNIA
Suite 4, 1362 Lambton Mall Rd
Sarnia N7S 5A1
General Inquiry (519)542-7707/8 (Driver & Vehicles)
Fax (519)542-6855
8:15 - 4:30

MOTOR CARRIER ENFORCEMENT
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)972-7349
Toll Free 1-800-265-1341
Fax (519)973-1492

CHATHAM
870 Richmond St
Chatham N7M 5L3
General Inquiry (519)352-6154
Fax (519)352-9346

ESSEX NORTH
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)735-5151
Fax (519)735-3878

ESSEX SOUTH
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)723-4895
Fax (519)723-2464

SARNIA NORTH
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)845-0140
Fax (519)845-0817

SARNIA SOUTH
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)845-3292
Fax (519)845-3677

POLICY, PLANNING AND STANDARDS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-8521
Fax (416)327-8746
8:00 - 5:00

The Policy, Planning and Standards Division is the province's window to the overall transportation system. It has direct responsibility for the long-term planning and use of the provincial highway network. The division is also an advocate of the overall transportation system, and provides the ministry's policy link to other modes including rail, air, marine and municipal transportation. This division contributes to Ontario's economy by helping plan a transportation network that supports trade and commerce, and by promoting competitive transportation industry through a supportive policy and regulatory environment.

DIVISION SERVICES OFFICE

West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4209
Fax (416)235-4255
8:30 - 5:00

This Division Services Office is the division's window to administrative, human resource and finance. This office contributes to the division achieving its business objectives by providing comprehensive and coordinated services and support to the management team.

ENGINEERING STANDARDS BRANCH

Garden City Tower
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2089
Fax (905)704-2055
8:30 - 5:00

The Engineering Standards Branch is responsible in the areas of highway engineering research, design, structural design, surveying, hydrology, and engineering materials, for availability of policies, procedures and systems, conformity of program delivery processes, assessment of operational efficiency and identification of needs for change and improvement and availability of professional expertise. The Engineering Standards Branch researches, develops policies, designs procedures and systems, and offers advice for the infrastructure of the King's Highway System. The branch is the custodian for several highway infrastructure condition data basis. The branch also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the ministry's regional offices and with industry.

BRIDGE OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2406
Fax (905)704-2060
8:30 - 5:00

The Ministry of Transportation has an inventory of approximately 3,000 **bridges** on the provincial highway system, as well as many culverts, retaining walls, sign supports and other highway related structures. The Bridge Office contributes to the management of this infrastructure with the development, maintenance and implementation of policies, procedures, guidelines, **standards** manuals and specifications. These ensure the safe and efficient design and **construction** of new and rehabilitated highway structures. The Bridge Office also **designs** complex structures and provides evaluation, monitoring and audit functions related to the performance of various design, construction and rehabilitation contracts and methodologies. A variety of manuals, reports, standard drawings and computer programs are available. These include the Bridge Structural Manual, Structural Rehabilitation Manual, and the Ontario Modular Bridge Analysis System (OMBAS).

CORRIDOR POLICY OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2919
Fax (905)704-2828
8:30 - 5:00

The Corridor Policy Office coordinates the review of development proposals (e.g., plans of **subdivisions**, **official plans** and **zoning** bylaws) that may affect provincial **transportation** proposals (e.g., provincial **highways**, future **transit** routes, etc.). The office develops policies and procedures for the transportation corridor program on access policies, right-of-way protection, and **permits** for **advertising signs**, utilities, entrances and **buildings**. Advice is given to other government agencies, municipalities, developers and the public. Program administration is shared by district and regional offices (see this ministry's Operations Division entry).

GEOMATICS OFFICE

Garden City Tower
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2919
Fax (905)704-2051
8:30 - 5:00

The Geomatics Office provides the ministry with policies, standards, guidelines and procedures for cadastral, engineering and photogrammetric surveying, remote sensing and cartographic applications related to provincial **roads**. Responsibilities include developing, monitoring and providing technical expertise in geomatics; production of photogrammetric plans, cartographic products; processing legal documents and providing control survey data/services.

HIGHWAY DESIGN OFFICE

Garden City Tower
2nd Flr N, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2293
Fax (905)704-2050
8:30 - 5:00

The Highway Design Office provides the ministry with policies, **standards**, guidelines and procedures for civil engineering, highway design and **drainage** design related to provincial **roads**. It deals with the development of standards for highway geometrics, **construction**, design, drainage, **hydrology**, safety and new products. The office develops and maintains the Ontario Provincial Standards, which reflect construction and maintenance requirements for **highways**, **water**mains and sewers. Responsibilities include developing, monitoring and providing technical expertise on highway design processes, highway design standards and policy and highway design quality assurance. The office produces a number of highway design **publications** and manuals.

MATERIALS ENGINEERING AND RESEARCH OFFICE

Central Bldg
2nd Flr Rm 233, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3733
(416)235-3533 (Pavements & Foundations)
(416)235-3735 (Soils and Aggregates)
(416)235-3705 (Concrete)
(416)235-3715 (Bituminous)
Fax (416)235-3487
8:30 - 5:00

Through the Bituminous, Concrete, **Pavement**s and Foundations, and Soils and **Aggregate**s Sections, the Materials Engineering and Research Office provides quality **standards**, policies and guidelines for materials and analysis services in the **construction**, maintenance and operation of **highways**. Research projects are also carried out in these subject areas. **Laboratory testing**, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the **transportation** system, including highways and **bridges**. The Materials Engineering and Research Office publishes reports that are distributed within the ministry and made available to others on request.

TRAFFIC OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2960
Fax (905)704-2888
8:30 - 5:00

The **Traffic** Office develops and implements policies, standards and procedures for traffic control devices (traffic **signs** and signals), illumination and **speed limits** on provincial **highways**, and electrical engineering applications. The office also maintains traffic accident information files for the provincial highway system, develops traffic control techniques and devices, operational activities of the above functions are carried out by the regional offices (see the ministry's Operations Division entry).

MTO - COMMUNICATIONS BRANCH

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-9214
Fax (416)327-2591
8:15 - 4:30

Communications Branch provides strategic communications planning and delivers corporate communications and marketing products and services. It coordinates the ministry's activities to identify and manage contentious issues, and prepares Minister's correspondence. The Communications Branch has four sections:- Issues and Media Office, Strategic Communications Office, Editorial and Corporate Services Office, and Corporate Correspondence Unit.

STRATEGIC POLICY BRANCH

West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4044
Fax (416)235-5243
8:00 - 5:00

The Strategic Policy Branch is responsible for leading the development of integrated longer term strategies and policies for transportation. The branch manages knowledge in support of ministry directions, in collaboration with partners and provides policy coordination within the ministry and with central agencies.

POLICY COORDINATION OFFICE

West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4504
Fax (416)235-5243
8:00 - 5:00

The Policy Coordination Office is responsible for coordinating the ministry's policy and legislative agenda, providing secretariat support to the Minister and Deputy Minister, coordinating the ministry's intergovernmental relationships and coordinating the management of ministry's agencies, boards and commissions.

STRATEGIC INTELLIGENCE OFFICE

West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4062
Fax (416)235-3667
8:00 - 5:00

The Strategic Intelligence Office is responsible for managing knowledge in support of policy and planning initiatives. The office develops processes to monitor, evaluate and report on the performance of the provincial transportation system.

STRATEGIC POLICY AND PLANNING OFFICE

West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4504
Fax (416)235-5243
8:00 - 5:00

The Strategic Policy and Planning Office is responsible for leading policy-making and strategic planning initiatives in cooperation with other branches/divisions to support the ministry's business plan and position MTO's initiatives within the context of the government's policy priorities.

STRATEGIC PROJECTS BRANCH

West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4000
Fax (416)235-4936
8:00 - 5:00

The focus of the Strategic Projects Branch is to develop transportation policies and direction for new and emerging transportation trends and government businesses. This branch works closely with other ministries and external agencies to ensure that the government and ministry objectives are met.

TRANSPORTATION PLANNING BRANCH

West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3975
Fax (416)235-5224
8:00 - 5:00

The Transportation Planning Branch undertakes long range transportation planning at the provincial and regional levels, including linkages to capital planning, environmental issues, intelligent transportation systems, and data management and analysis.

DEMAND MANAGEMENT AND ANALYSIS OFFICE

West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4079
Fax (416)235-5224
8:00 - 5:00

The Demand Management and Analysis Office is responsible for coordinating the collection and analysis of transportation data for planning and policy activities, such as the Transportation Tomorrow Survey and the Commercial Vehicle Survey, and providing modeling and demand forecasting services for transportation systems.

INTELLIGENT TRANSPORTATION SYSTEMS OFFICE

West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5037
Fax (416)235-5224
8:00 - 5:00

The Intelligent **Transportation** Systems Office is responsible for developing and coordinating the implementation of a strategic plan for intelligent transportation, developing deployment strategies for ITS with the Operations Division, working with other jurisdictions and stakeholders on ITS protocols and standards, and developing demand management strategies for large urban areas.

PROVINCIAL AND ENVIRONMENTAL PLANNING OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2104
Fax (905)704-2007
8:00 - 5:00

The Provincial and Environmental Planning Office is responsible for undertaking area network planning for large geographic areas, long range planning for the overall provincial highway system, working with other jurisdictions to support international gateways and corridors, leading the ministry's work on the link between **transportation** and climate change, working with other ministries/governments on environmental legislation, and ensuring ministry compliance with the Environmental Bill of Rights.

URBAN PLANNING OFFICE

West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3971
Fax (416)235-5224
8:00 - 5:00

The Urban Planning Office is responsible for undertaking long range planning with municipalities, for urban regions, providing support to the Ontario Planning Review, and developing plans and strategies for strategic projects and issues in urban settings.

TRANSPORTATION POLICY BRANCH

West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3502
Fax (416)235-4932
8:30 - 4:30

The Transportation Policy Branch is responsible for managing policy, building relationships and influencing stakeholders, municipalities and federal departments. The branch provides technical knowledge and advice on all modes of the transportation system to support policy development and broader strategic initiatives.

COMMUNITY TRANSPORTATION ACTION PROGRAM

Macdonald Block
Rm M1-17, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)325-3283
Fax (416)325-2590
8:30 - 4:30

The Community Transportation Action Program (CTAP) is a joint initiative of the Ministries of Transportation, Education and Training, Health, Community and Social Services, and Citizenship, Culture and Recreation. CTAP was established in August 1996 to provide transitional support to communities in Ontario wishing to coordinate and restructure their local transportation services. Through coordination, communities can reduce duplications and inefficiencies, and free up resources to meet the continuing demand for transportation. Another component of this program is the identification and removal of barriers and red tape that prevent communities from coordinating and restructuring. CTAP offers community groups expert advice and information, and provides limited transitional funding for communities to support start-up costs and formal demonstrations.

FREIGHT OFFICE

West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3604
Fax (416)235-4932
9:00 - 5:00

The Freight Office is responsible for understanding the overall freight transportation system and its components, the relationship between user requirements and service providers, the development of operational policies for components of the system, and interacting with stakeholders and their associations.

LOCAL SERVICES REALIGNMENT OFFICE

West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5538
Fax (416)235-4932
8:30 - 4:30

Local Services Realignment Office is responsible for implementing and coordinating the various transportation elements under the government's Local Services Realignment (LSR) initiative. Key

activities include integrating the ministry's analysis of related policy, operational, legislative, financial and workforce impacts with the government-wide LSR implementation strategy. The office provides a "one window" approach for MTO's inter-ministry, municipal and external partners.

MUNICIPAL OFFICE

West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5538
Fax (416)235-3573
8:30 - 5:00

The **Municipal** Office is responsible for understanding the overall municipal **transportation** system and its components, the development of operational policies for components of the system, interacting with stakeholders and their associations, monitoring the impact of Local Services Realignment and managing the relationship between the ministry and the municipal sector. The office provides a "one window" approach for MTO's inter-ministry, municipal and external partners.

PASSENGER OFFICE

West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4058
Fax (416)235-4932
8:30 - 5:00

The Passenger Office is responsible for understanding the overall intercity passenger transportation system and its components, the relationship between user requirements and service providers, the development of operational policies for components of the system, and interacting with stakeholders and their associations.

SAFETY AND REGULATION DIVISION

East Bldg
Main Flr Rm 187, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-4153
8:00 - 5:00

The Safety and Regulation Division seeks to develop educational programs, legislative and regulatory policy, and program initiatives to influence the qualifications, behaviors and attitudes of those who use the highway transportation system. The responsibilities include the regulation and licensing of vehicles, drivers, carriers and motor vehicle **inspection** stations, the setting and **enforcement** of safety standards and the promotion of safety on the **highways**. It is also responsible for overseeing the government's involvement with the truck industry, administering the licensing of for-hire transport under federal and provincial acts, and enforcing these acts with respect to driver and vehicle safety, vehicle weights and sizes, and movement of goods. The Assistant Deputy Minister, Safety and Regulation, is also responsible for the coordination of all Road Safety activities for the province, and acts as the Registrar of Motor Vehicles for Ontario.

CARRIER SAFETY AND ENFORCEMENT BRANCH

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
8:30 - 4:30

The Carrier **Safety** and Enforcement Branch promotes and improves the safe operation of commercial vehicles in Ontario. It regulates road users and vehicles, monitors and improves compliance levels and manages enforcement. It develops educational, legislative, regulatory, policy and program initiatives to influence the performance of the truck and bus industry using Ontario's **highways**.

CARRIER ENFORCEMENT PROGRAM OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2212
Toll Free 1-800-387-7736
Fax (905)704-2467
8:30 - 4:30

The Carrier Program Support Office provides program evaluation (effectiveness, efficiency). Performance reviews, technical analysis and support for field staff, enforcement facilities management, public education, marketing communications, operational policy and procedures. The office also provides expert consulting service in matters to vehicle design, performance, standards and regulation.

CARRIER SANCTIONS AND INVESTIGATION OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2520
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2525
Fax (905)704-2545 (Oversize/Overweight Permits)
Fax (905)704-2039
8:30 - 4:30

The Carrier Sanctions and Investigation Office provides special investigations, carrier control and enforcement support services for the Carrier subprogram. Investigations involve contraventions under the Highway Traffic Act, the Motor Vehicle Transport Act, the Truck Transportation Act and the Public Vehicle Act. It monitors operations of carriers and initiates control and sanction proceedings against offenders. This office is also responsible for various licensing functions - truck/bus operating **licence**s, MVIS licences and issuing Oversize/Overweight **permit**s.

CENTRAL REGION DRIVERS AND VEHICLES

Atrium Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4393

The Central Region **Driver**s and **Vehicles** Office delivers, within Central Region, the ministry's programs in the areas of driver examination and licensing, driver improvement, vehicle registration and vehicle inspection; and enforces the statutes and regulations related to the operation of vehicles on the highways of Ontario.

LICENSING AND CONTROL BRANCH

East Bldg
Main Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-4433 (Director - Planning)
Fax (416)235-4414

The Licensing and Control Branch administers a program of products and services on **driver** and vehicle licensing and introduces new technologies to accommodate the changing needs of its customers. The branch regulates driver qualifications and performance and maintains licensing and conviction **records** for drivers and vehicles. It also provides driver and vehicle information to the public, the courts and law enforcement agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), driver licensing (renewals, change of address) and the Canadian Agreement on Vehicle Registration contact the nearest regional or district Drivers and Vehicles Office.

DRIVERS AND VEHICLES FIELD BUSINESS REVIEW OFFICE

East Bldg
Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4602
Fax (416)235-5172
8:00 - 5:00

Driver and Vehicle Field Business Review Office reviews existing MTO Drivers and Vehicles Field Business Operations.

SUPPORT SERVICES PROJECT

East Bldg
Main Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3600

The Support Services Project is responsible for the delivery of products and services through the telephone channel.

ROAD SAFETY BUSINESS SERVICES GROUP

East Bldg
Rm 1-154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4871
General Inquiry (416)235-5685
General Inquiry (416)235-5344
Fax (416)235-5362
Fax (416)235-4474 (Executive)

The Road Safety Business Services Group is responsible for developing the organizational, financial, marketing, partnership and business requirements for the Safety and Regulation Division. The group is committed to continuous improvements in business processes and safety programs and involving all interested parties both externally and internally in the development and implementation of safety programs to make road safety a shared responsibility.

ROAD USER SAFETY BRANCH

East Bldg
Main Flr Rm 215, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-5129
Fax (416)235-3633
Fax (416)235-5139
8:00 - 4:30

The Road User **Safety** Branch promotes road user safety through the work of various offices which are described in individual entries.

ROAD SAFETY MARKETING OFFICE

East Bldg
Rm 215 Main Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
(416)235-7473 (Brochures On School Age/School Bus, General Rd Safety, Seniors, Pedestrians & New Drivers)
(416)235-7473 (Info Sheets, Posters, Handbooks, Brochures On Bicycle Safety, Seat Belt/Child Safety Seats)
Fax (807)473-2167 (Thunder Bay)
Fax (416)235-5068 (Brochures On School Age/School Bus, General Rd Safety, Seniors, Pedestrians & New Drivers)
Fax (416)235-5068 (Info Sheets, Posters, Handbooks, Brochures On Bicycle Safety, Seat Belt/Child Safety Seats)
Fax (416)235-3633
Fax (416)235-5129 (Downsview)
Fax (613)545-4781 (Kingston)
Fax (519)649-3150 (London)
Fax (705)497-5439 (North Bay)
8:00 - 4:30

The Road **Safety** Marketing Office develops community networks to deliver road safety programs and monitors road safety activity through liaisons with stakeholders and other jurisdictions. Provincial programs that promote road safety are also delivered by this office.

ROAD SAFETY PROGRAM OFFICE

East Bldg
Main Flr Rm 215, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-3633
8:00 - 4:30

The Road **Safety** Program Office promotes safety on Ontario's highways by coordinating highway activities in the public and private sectors. It develops, monitors and evaluates legislation, regulations and policies, designed to influence the qualification, behaviour and attitudes of all road users and the use of safety-related vehicle equipment. The legislation and regulations primarily involve the Highway Traffic Act, Motorized **Snow Vehicle**s Act.

SAFETY INFORMATION TECHNOLOGY BRANCH

East Bldg
Main Flr Rm 121, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4099
Fax (416)235-5211

The Safety Information Technology Branch provides information technology services to the operational units in the Safety and Regulation Division. This includes the development and maintenance of the driver, vehicle and carrier computer applications, support for the province-wide telecommunications network, business analysis, microcomputer development service, strategic planning and information resource management.

APPLICATION SOLUTIONS OFFICE

East Bldg
Main Flr Rm 130, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4502
Fax (416)235-4100

The Applications Solutions Office provides new computer applications development, enhancements and support for the division's operational systems, incorporating full system development, life cycle support and project management.

GTA SERVICES DELIVERY

East Bldg
Lower Level, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4517
Fax (416)235-4844

The Planning and Telecommunications Office provides analysis, evaluation and implementation of information systems and emerging technologies that support the business strategies of the Safety and Regulation Division. The division's day-to-day operational systems are also maintained through this office's production control services and support of the on-line, province-wide data communication network.

SYSTEMS SUPPORT OFFICE

East Bldg
Main Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4511
Fax (416)235-3970

The Systems Support Office provides database administration, systems management and quality assurance, systems library administration, systems testing, batch production control, and support services for application development and maintenance.The office also provides 24-hour technical support to the operation of the division's on-line and batch production systems.

SERVICE ONTARIO LIAISON OFFICE

Central Bldg
Rm 138, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4249

Service Ontario Liaison Office is responsible for service migration.

SERVICE ONTARIO PROJECT

Maclean Hunter Bldg College Park
4th Flr Suite 426, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7666
Fax (416)585-7565

ServiceOntario is a multi-ministry, service improvement project led by the Ontario Ministry of Transportation. ServiceOntario focuses on how to improve service for routine transactions, such as driver's licence renewals.

TRANSPORTATION I&IT CLUSTER

Garden City Tower
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2811
Fax (905)704-2005
8:00 - 5:00

The Transportation Information and Information Technology Cluster enables the delivery of the Ministry of Transportation's (MTO) core business through the management of information and information technology (I&IT) resources. The Transportation I&IT Cluster is responsible for I&IT planning and architecture, application development, support and maintenance, and technology infrastructure design and support.

AGENCIES, BOARDS AND COMMISSIONS

LICENCE SUSPENSION APPEAL BOARD

CIBC Bldg
12th Flr, 1 St Clair Ave W
Toronto M4V 1K6
General Inquiry (416)325-0209
Toll Free 1-800-255-2214
Fax (416)325-5217
Toll Free Fax 1-800-720-5292
8:30 - 4:45

The **Licence** Suspension **Appeal** Board (LSAB) is an independent quasi-judicial tribunal authorized under the Highway Traffic Act (HTA) to hear appeals from: **driver**s who have had their driving privileges suspended or restricted under the HTA; garage proprietors or garage mechanics who have had their licence or **registration** to issue Safety Standard **Certificates** revoked or refused; transport carriers that have had their Commercial Vehicle Operator Registration (CVOR) restricted, suspended or cancelled; drivers whose licence has been suspended for 90 days pursuant to s.48.(3) HTA and owners of vehicles that are impounded by Order of The Registrar of Motor Vehicles, under Section 50.2 of the Highway Traffic Act. Pursuant to the Comprehensive Road Safety Act, 1997, further amending the HTA, the Board's jurisdiction has broadened to hear appeals of commercial vehicle impoundment based on a critical defect.

Services offered to the Public:
ADLS Appeal
CVIS Appeal
Carrier Appeal
Garage & Mechanic Appeal
Medical Appeal - Licence Downgrade
Medical Appeal - Licence Suspension
Motor Vehicle Impoundment Order

ONTARIO HIGHWAY TRANSPORT BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)326-6732
Fax (416)326-6738
8:30 - 4:30

The Ontario Highway Transport Board, an administrative tribunal, recommends to the Minister of Transportation the issuance of and extensions to operating **licence**s for bus for-hire services, approval or rejection of transfers of operating licences and share transfers, and deals with application to suspend, cancel or impose conditions on operating licences under the Public **Vehicles** Act and part I of the Motor Vehicle Transport Act, 1987. These two Acts require that for-hire bus operators hold an appropriate operating licence. The Ontario Highway Transport Board operates as a quasi-judicial administrative tribunal. Under the Public Vehicles Act and the Motor Vehicle Transport Act, the Board controls entry and maintains an orderly development in the business of transporting passengers for compensation in public vehicles, both within Ontario and to other jurisdictions.

ACTS

Airports Act
Bluewater Bridges Act, 1940
Bridges Act
Capital Investment Plan Act
Commuter Services Act
Dangerous Goods Transportation Act
Ferries Act
Fuel Tax Act
Highway Traffic Act
Local Roads Boards Act
Ministry of Transportation Act
Motorized Snow Vehicles Act
Off-Road Vehicles Act
Ontario Highway Transport Board Act
Ontario Transportation Development Corporation Act, 1980
Public Service Works on Highways Act
Public Transportation and Highways Improvement Act
Public Vehicles Act
Railways Act
Rainbow Bridge Act, 1941
Short Line Railways Act
Statute Labour Act
Toll Bridges Act
Toronto Area Transit Operating Authority Act
Township of Pelee Act, 1978
Truck Transportation Act
Urban Transportation Development Corporation Ltd. Act, 1980

MINISTERIAL RESPONSIBILITY FOR ACTS

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MINISTERIAL RESPONSIBILITY FOR ACTS

Absconding Debtors Act (Attorney General)
Absentees Act (Attorney General)
Accidental Fires Act (Attorney General)
Accumulations Act (Attorney General)
Administration of Justice Act (Attorney General)
Age of Majority and Accountability Act (Attorney General)
Aggregate Resources Act, 1989 (Natural Resources)
Agreement Authorization Act, 1958 (Natural Resources)
AgriCorp Act (Agriculture, Food and Rural Affairs)
Agricultural and Horticultural Organizations Act (Agriculture, Food and Rural Affairs)
Agricultural Rehabilitation and Development Act (Ontario) (Agriculture, Food and Rural Affairs)
Agricultural Research Institute of Ontario Act (Agriculture, Food and Rural Affairs)
Agricultural Tile Drainage Installation Act (Agriculture, Food and Rural Affairs)
Airports Act (Transportation)
Alcohol and Gaming Regulation and Public Protection Act, 1996 (Consumer and Commercial Relations)
Alcoholism and Drug Addiction Act (Health and Long-Term Care)
Algonquin Forestry Authority Act (Natural Resources)
Algonquin Provincial Park Extension Act, 1960-61 (Natural Resources)
Aliens' Real Property Act (Attorney General)
Ambulance Act (Health and Long-Term Care)
Ammunition Regulation Act, 1994 (Solicitor General)
Amusement Devices Act (Consumer and Commercial Relations)
An Act Respecting Queen's College at Kingston, 1874, as amended (Education)
Anatomy Act (Solicitor General)
Anglican Church of Canada Act, 1979 (Attorney General)
Animals for Research Act (Agriculture, Food and Rural Affairs)
Apportionment Act (Consumer and Commercial Relations)
Arbitrations Act (Attorney General)
Arboreal Emblem Act, 1984 (Natural Resources)
Architects Act (Attorney General)
Archives Act (Citizenship, Culture and Recreation)
Art Gallery of Ontario Act (Citizenship, Culture and Recreation)
Artificial Insemination of Livestock Act (Agriculture, Food and Rural Affairs)
Arts Council Act (Citizenship, Culture and Recreation)
Assessment Act (Finance)
Assessment Review Board Act (Attorney General)
Assignments and Preferences Act (Consumer and Commercial Relations)
Athletics Control Act (Consumer and Commercial Relations)
Audiology and Speech-Language Pathology Act (Health and Long-Term Care)
Bail Act (Attorney General)
Bailiffs Act (Consumer and Commercial Relations)
Barrie-Innisfil Annexation Act, 1981 (Municipal Affairs and Housing)
Barrie-Vespra Annexation Act, 1984 (Municipal Affairs and Housing)
Barristers Act (Attorney General)
Beds of Navigable Waters Act (Natural Resources)
Beef Cattle Marketing Act (Agriculture, Food and Rural Affairs)
Bees Act (Agriculture, Food and Rural Affairs)
Blind Persons' Rights Act (Attorney General)
Bluewater Bridges Act, 1940 (Transportation)
Boilers and Pressure Vessels Act (Consumer and Commercial Relations)
Boundaries Act (Consumer and Commercial Relations)
Brantford-Brant Annexation Act, 1980 (Municipal Affairs and Housing)
Bridges Act (Transportation)
Brock University Act, 1964 (Education)
Building Code Act, 1992 (Municipal Affairs and Housing)
Bulk Sales Act (Attorney General)
Business Corporations Act (Consumer and Commercial Relations)

Business Names Act (Consumer and Commercial Relations)
Business Practices Act (Consumer and Commercial Relations)
Business Records Protection Act (Attorney General)
Business Regulation Reform Act, 1994 (Consumer and Commercial Relations)
Canada Company's Lands Act, 1922 (Natural Resources)
Cancer Act (Health and Long-Term Care)
Cancer Remedies Act (Health and Long-Term Care)
Capital Investment Plan Act, 1993 (Environment)
Capital Investment Plan Act, 1993 (Finance)
Capital Investment Plan Act (only in respect to ORC) (Management Board of Cabinet)
Capital Investment Plan Act (Transportation)
Carleton University Act, 1952 (Education)
Cemeteries Act (Revised) (Consumer and Commercial Relations)
Centennial Centre of Science and Technology Act (Citizenship, Culture and Recreation)
Certification of Titles Act (Consumer and Commercial Relations)
Change of Name Act (Consumer and Commercial Relations)
Charitable Gifts Act (Attorney General)
Charitable Institutions Act (Community and Social Services)
Charitable Institutions Act (Health and Long-Term Care)
Charities Accounting Act (Attorney General)
Child and Family Services Act (Community and Social Services)
Child Care Supplement Information Collection Act, 1998 (Finance)
Children's Law Reform Act (Attorney General)
Chiropody Act (Health and Long-Term Care)
Chiropractic Act (Health and Long-Term Care)
City of Cornwall Annexation Act, 1974 (Municipal Affairs and Housing)
City of Gloucester Act, 1980 (Municipal Affairs and Housing)
City of Hamilton Act, 1975 (Municipal Affairs and Housing)
City of Hazeldean-March Act, 1978 (Municipal Affairs and Housing)
City of London Act, 1990 (Municipal Affairs and Housing)
City of Nepean Act, 1978 (Municipal Affairs and Housing)
City of Ottawa Road Closing & Conveyance Validation Act, 1981 (Municipal Affairs and Housing)
City of Port Colborne Act, 1974 (Municipal Affairs and Housing)
City of Sudbury Hydro-Electric Service Act, 1980 (Municipal Affairs and Housing)
City of Thorold Act, 1975 (Municipal Affairs and Housing)
City of Thunder Bay Act, 1968-69 (Municipal Affairs and Housing)
City of Timmins-Porcupine Act, 1972 (Municipal Affairs and Housing)
City of Toronto Act, 1997 (No. 2) (Municipal Affairs and Housing)
Class Proceedings Act, 1992 (Attorney General)
Collection Agencies Act (Consumer and Commercial Relations)
Colleges Collective Bargaining Act (Education)
Commercial Tenancies Act (Municipal Affairs and Housing)
Commissioners for Taking Affidavits Act (Attorney General)
Commodity Board Members Act (Agriculture, Food and Rural Affairs)
Commodity Boards and Marketing Agencies Act (Agriculture, Food and Rural Affairs)
Commodity Futures Act (Finance)
Community Economic Development Act, 1993 (Municipal Affairs and Housing)
Community Psychiatric Hospitals Act (Health and Long-Term Care)
Community Recreation Centres Act (Citizenship, Culture and Recreation)
Community Small Business Investment Funds Act (Finance)
Commuter Services Act (Transportation)
Compensation for Victims of Crime Act (Attorney General)
Compulsory Automobile Insurance Act (Finance)
Condominium Act (Consumer and Commercial Relations)
Conservation Authorities Act (Natural Resources)
Conservation Land Act (Natural Resources)
Consolidated Hearings Act, 1981 (Environment)
Construction Lien Act (Attorney General)
Consumer Protection Act (Consumer and Commercial Relations)
Consumer Protection Bureau Act (Consumer and Commercial Relations)

Consumer Reporting Act (Consumer and Commercial Relations)
Conveyancing and Law of Property Act (Attorney General)
Cooperative Corporations Act (Finance)
Coroners Act (Solicitor General)
Corporations Act (Consumer and Commercial Relations)
Corporations Information Act (Consumer and Commercial Relations)
Corporations Tax Act (Finance)
Costs of Distress Act (Attorney General)
County of Haliburton Act, 1982 (Municipal Affairs and Housing)
County of Middlesex Act, 1979 (Management Board of Cabinet)
County of Oxford Act (Municipal Affairs and Housing)
County of Simcoe Act, 1993 (Municipal Affairs and Housing)
Courts of Justice Act (Attorney General)
Courts of Justice Statute Law Amendment Act, 1994 (Attorney General)
Credit Unions and Caisses Populaires Act, 1994 (Finance)
Creditors' Relief Act (Attorney General)
Crop Insurance (Ontario) 1996 (Agriculture, Food and Rural Affairs)
Crown Administration of Estates Act (Attorney General)
Crown Agency Act (Attorney General)
Crown Attorneys Act (Attorney General)
Crown Employees Collective Bargaining Act,1993 (Labour)
Crown Forest Sustainability Act (Natural Resources)
Crown Timber Act (Natural Resources)
Crown Witnesses Act (Attorney General)
Dangerous Goods Transportation Act (Transportation)
Day Nurseries Act (Community and Social Services)
Dead Animal Disposal Act (Agriculture, Food and Rural Affairs)
Debt Collectors Act (Consumer and Commercial Relations)
Degree Granting Act (Education)
Dental Hygiene Act, 1991 (Health and Long-Term Care)
Dental Technology Act, 1991 (Health and Long-Term Care)
Dentistry Act, 1991 (Health and Long-Term Care)
Denturism Act, 1991 (Health and Long-Term Care)
Development Charges Act, 1997 (Municipal Affairs and Housing)
Development Charges Act, Part III (Education)
Development Corporations Act (Economic Development and Trade)
Development Services Act (Long-term care programs and services) (Health and Long-Term Care)
Developmental Services Act (Community and Social Services)
Dietetics Act, 1991 (Health and Long-Term Care)
Discriminatory Business Practices Act (Consumer and Commercial Relations)
Disorderly Houses Act (Attorney General)
District Municipality of Muskoka Act (Municipal Affairs and Housing)
District of Parry Sound Local Government Act, 1979 (Municipal Affairs and Housing)
District Welfare Administration Boards Act (Community and Social Services)
Dog Owner's Liability Act (Attorney General)
Dower and Miscellaneous Abolition Act, 1980 (Attorney General)
Drainage Act (Agriculture, Food and Rural Affairs)
Drug and Pharmacies Regulation Act (Health and Long-Term Care)
Drug Interchangeability and Dispensing Fee Act (Health and Long-Term Care)
Drugless Practitioners Act (Health and Long-Term Care)
Edible Oil Products Act (Agriculture, Food and Rural Affairs)
Education Act (Education)
Egress from Public Buildings Act (Solicitor General)
Elderly Persons Centres Act (Health and Long-Term Care)
Elderly Persons' Housing Aid Act (Municipal Affairs and Housing)
Election Act (Legislative Offices)
Election Finances Act (Legislative Offices)
Electronic Registration Act, 1991 (Consumer and Commercial Relations)
Elevating Devices Act (Consumer and Commercial Relations)
Emergency Plans Act, 1983 (Solicitor General)
Employer Health Tax Act (Finance)
Employers and Employees Act (Attorney General)
Employment Agencies Act (Labour)
Employment Standards Act (Labour)
Endangered Species Act (Natural Resources)

Energy Act (Consumer and Commercial Relations)
Energy Efficiency Act (Environment)
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (Attorney General)
Environmental Assessment Act (Environment)
Environmental Bill of Rights (Environment)
Environmental Protection Act (Environment)
Escheats Act (Attorney General)
Essex County French-language Secondary School Act, 1977 (Education)
Estates Act (Attorney General)
Estates Administration Act (Attorney General)
Evidence Act (Attorney General)
Execution Act (Attorney General)
Executive Council Act (Cabinet Office)
Expropriations Act (Attorney General)
Extra-Provincial Corporations Act (Consumer and Commercial Relations)
Factors Act (Consumer and Commercial Relations)
Fair Municipal Finance Act No. 1, 1997 (Finance)
Fair Municipal Finance Act No. 2, 1997 (Finance)
Family Benefits Act (Community and Social Services)
Family Law Act (Attorney General)
Family Support Plan Act (Attorney General)
Farm Implements Act (Agriculture, Food and Rural Affairs)
Farm Income Stabilization Act (Agriculture, Food and Rural Affairs)
Farm Products Containers Act (Agriculture, Food and Rural Affairs)
Farm Products Grades and Sales Act (Agriculture, Food and Rural Affairs)
Farm Products Marketing Act (Agriculture, Food and Rural Affairs)
Farm Products Payments Act (Agriculture, Food and Rural Affairs)
Farm Registration and Farm Organizations Funding Act (Agriculture, Food and Rural Affairs)
Farming and Food Production Protection Act (Agriculture, Food and Rural Affairs)
Ferries Act (Transportation)
Financial Administration Act (Finance)
Financial Services Commission of Ontario Act, 1997 (Finance)
Fines and Forfeitures Act (Attorney General)
Fire Accidents Act (Solicitor General)
Fire Departments Act (Solicitor General)
Fire Marshals Act (Solicitor General)
Firefighters Exemption Act (Solicitor General)
Firefighters Protection Act, 1993 (Solicitor General)
Fish Inspection Act (Natural Resources)
Fisheries Industrial Development Act (Natural Resources)
Fisheries Loans Act (Natural Resources)
Flag Act (Management Board of Cabinet)
Floral Emblem Act (Management Board of Cabinet)
Fluoridation Act (Health and Long-Term Care)
Foreign Cultural Objects Immunity from Seizure Act (Citizenship, Culture and Recreation)
Forest Fires Prevention Act (Natural Resources)
Forest Tree Pest Control Act (Natural Resources)
Forestry Act (Natural Resources)
Forestry Workers Employment Act (Natural Resources)
Forestry Workers Lien For Wages Act (Natural Resources)
Fraudulent Conveyances Act (Attorney General)
Freedom of Information and Protection of Privacy Act (Management Board of Cabinet)
French Language Services Act (Francophone Affairs)
Freshwater Fish Marketing Act (Ontario) (Natural Resources)
Frustrated Contracts Act (Attorney General)
Fuel Tax Act (Finance)
Fuel Tax Act (Transportation)
Funeral Directors and Establishments Act (Consumer and Commercial Relations)
Game and Fish Act (Natural Resources)
Gaming Act (Attorney General)
Gaming Control Act, 1992 (Consumer and Commercial Relations)
Gananoque Lands Act, 1961-62 (Natural Resources)
Gas and Oil Leases Act (Natural Resources)
Gasoline Handling Act (Consumer and Commercial Relations)
Gasoline Tax Act (Finance)
General Welfare Assistance Act (Community and Social Services)
General Welfare Assistance Act (long-term care programs and services only) (Health and Long-Term Care)
Geographic Township of Hansen Act, 1986 (Municipal Affairs and Housing)

George R. Gardiner Museum of Ceramic Art Act (Citizenship, Culture and Recreation)
Government Contracts Hours and Wages Act (Labour)
Grain Corn Marketing Act (Agriculture, Food and Rural Affairs)
Grains Act (Agriculture, Food and Rural Affairs)
Habeas Corpus Act (Attorney General)
Healing Arts Radiation Protection Act (Health and Long-Term Care)
Health Cards and Numbers Control Act, 1991 (Health and Long-Term Care)
Health Care Accessibility Act (Health and Long-Term Care)
Health Care Consent Act (Health and Long-Term Care)
Health Facilities Special Orders Act (Health and Long-Term Care)
Health Insurance Act (Health and Long-Term Care)
Health Protection and Promotion Act (Health and Long-Term Care)
Highway Traffic Act (Transportation)
Homemakers and Nurses Services Act (Health and Long-Term Care)
Homes for Retarded Persons Act (Community and Social Services)
Homes for Retarded Persons Act (Long-term care programs and services) (Health and Long-Term Care)
Homes for Special Care Act (Health and Long-Term Care)
Homes for the Aged and Rest Homes Act (Health and Long-Term Care)
Hospital Labour Disputes Arbitration Act (Labour)
Hospitals and Charitable Institutions Inquiries Act (Attorney General)
Hotel Fire Safety Act (Solicitor General)
Hotel Registration of Guests Act (Attorney General)
Housing Development Act (Municipal Affairs and Housing)
Human Rights Code (Citizenship, Culture and Recreation)
Human Tissue Gift Act (Health and Long-Term Care)
Hunter Damage Compensation Act (Agriculture, Food and Rural Affairs)
Hypnosis Act (Health and Long-Term Care)
IDEA Corporation Act [Act not consolidated] (Economic Development and Trade)
Immunization of School Pupils Act (Health and Long-Term Care)
Income Tax Act (Finance)
Independent Health Facilities Act (Health and Long-Term Care)
Indian Lands Act, 1924 (Native Affairs)
Indian Lands Agreement Confirmation Act, 1989 (Native Affairs)
Indian Welfare Services Act (Community and Social Services)
Industrial and Mining Lands Compensation Act (Natural Resources)
Industrial Standards Act (Labour)
Innkeepers Act (Attorney General)
Insurance Act (Finance)
Insurance Statute Law Amendment Act, 1993 (Finance)
International Commercial Arbitration Act (Attorney General)
International Sale of Goods Act (Attorney General)
Interpretation Act (Attorney General)
Interprovincial Summonses Act (Attorney General)
Intervenor Funding Project Act (Attorney General)
Judicial Review Procedure Act (Attorney General)
Junior Farmers Establishment Act (Agriculture, Food and Rural Affairs)
Juries Act (Attorney General)
Justices of the Peace Act (Attorney General)
Laboratory and Specimen Collection Centre Licencing Act (Health and Long-Term Care)
Labour Relations Act,1995 (Labour)
Lac Seul Conservation Act, 1928 (Natural Resources)
Lake of the Woods Control Board Act, 1922 (Natural Resources)
Lake Superior Board of Education Act, 1976 (Education)
Lakehead University Act, 1965 (Education)
Lakes and Rivers Improvement Act (Natural Resources)
Land Lease Statute Law Amendment Act, 1994 (Municipal Affairs and Housing)
Land Registration Reform Act (Consumer and Commercial Relations)
Land Titles Act (Consumer and Commercial Relations)
Land Transfer Tax Act (Finance)
Landlord and Tenant Act (Attorney General)
Laurentian University of Sudbury Act, 1960 (Education)
Law Society Act (Attorney General)
Legal Aid Act (Attorney General)

Legislative Assembly Act (Legislative Offices)
Libel and Slander Act (Attorney General)
Lieutenant Governor Act (Cabinet Office)
Lightning Rods Act (Solicitor General)
Limitations Act (Attorney General)
Limited Partnerships Act (Consumer and Commercial Relations)
Line Fences Act (Municipal Affairs and Housing)
Liquor Control Act (Consumer and Commercial Relations)
Liquor Licence Act (Consumer and Commercial Relations)
Livestock and Livestock Products Act (Agriculture, Food and Rural Affairs)
Livestock Community Sales Act (Agriculture, Food and Rural Affairs)
Livestock Identification Act (Agriculture, Food and Rural Affairs)
Livestock Medicines Act (Agriculture, Food and Rural Affairs)
Livestock, Poultry and Honey Bee Protection Act (Agriculture, Food and Rural Affairs)
Loan and Trust Corporations Act (Finance)
Loan Brokers Act, 1999 (Consumer and Commercial Relations)
Local Government Disclosure of Interest Act, 1994 (Municipal Affairs and Housing)
Local Improvement Act (Municipal Affairs and Housing)
Local Roads Boards Act (Transportation)
Local Services Boards Act (Northern Development and Mines)
London Middlesex Act, 1992 (Municipal Affairs and Housing)
Long Term Care Act, 1994 (Health and Long-Term Care)
Management Board of Cabinet Act (Management Board of Cabinet)
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958 (Natural Resources)
Manitoulin, Barrie and Cockburn Islands Land Act, 1990 (Native Affairs)
Marine Insurance Act (Finance)
Marriage Act (Consumer and Commercial Relations)
Massage Therapy Act (Health and Long-Term Care)
Massey-Ferguson Limited Act, 1981 [Act not consolidated] (Economic Development and Trade)
McMaster University, 1976 (Education)
McMichael Canadian Art Collection Act (Citizenship, Culture and Recreation)
Meat Inspection Act (Ontario) (Agriculture, Food and Rural Affairs)
Medical Laboratory Technology Act, 1991 (Health and Long-Term Care)
Medical Radiation Technology Act, 1991 (Health and Long-Term Care)
Medicine Act, 1991 (Health and Long-Term Care)
Members' Integrity Act (Legislative Offices)
Mental Health Act (Health and Long-Term Care)
Mental Hospitals Act (Health and Long-Term Care)
Mental Incompetency Act (Attorney General)
Mercantile Law Amendment Act (Attorney General)
Metro Toronto Police Force Complaints Act, 1984 (Attorney General)
Metropolitan Separate School Board Act, 1953 (Education)
Metropolitan Toronto Convention Centre Corporation Act (Economic Development and Trade)
Midwifery Act, 1991 (Health and Long-Term Care)
Migratory Birds Convention Act (Canada) - Ontario Regulations (Natural Resources)
Milk Act (Agriculture, Food and Rural Affairs)
Mineral Emblem Act (Natural Resources)
Mining Act (Northern Development and Mines)
Mining Tax Act (Finance)
Ministry of Agriculture and Food Act (Agriculture, Food and Rural Affairs)
Ministry of Citizenship and Culture Act (Citizenship, Culture and Recreation)
Ministry of Colleges and Universities Act (Education)
Ministry of Community and Social Services Act (Community and Social Services)
Ministry of Community and Social Services Act (sections 11.1 and 12 re: long-term care programs and services only) (Health and Long-Term Care)
Ministry of Consumer and Commercial Relations Act (Consumer and Commercial Relations)
Ministry of Energy Act (Environment)
Ministry of Government Services Act (Management Board of Cabinet)
Ministry of Health Act (Health and Long-Term Care)

Ministry of Industry, Trade and Technology Act (Economic Development and Trade)
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Ministry of Labour Act (Labour)
Ministry of Municipal Affairs and Housing Act (Municipal Affairs and Housing)
Ministry of Natural Resources Act (Natural Resources)
Ministry of Northern Development and Mines Act (Northern Development and Mines)
Ministry of Revenue Act (Finance)
Ministry of the Attorney General Act (Attorney General)
Ministry of the Environment Act (Environment)
Ministry of the Solicitor General Act (Solicitor General)
Ministry of Tourism and Recreation Act (Citizenship, Culture and Recreation)
Ministry of Transportation Act (Transportation)
Ministry of Treasury and Economics Act (Finance)
Minors' Protection Act (Attorney General)
Moosonee Development Area Board Act (Municipal Affairs and Housing)
Mortgage Brokers Act (Finance)
Mortgages Act (Attorney General)
Motor Vehicle Accident Claims Act (Finance)
Motor Vehicle Dealers Act (Consumer and Commercial Relations)
Motor Vehicle Repair Act (Consumer and Commercial Relations)
Motorized Snow Vehicles Act (Transportation)
Municipal Act (Municipal Affairs and Housing)
Municipal Affairs Act (Municipal Affairs and Housing)
Municipal and School Board Payments Adjustment Act (Education)
Municipal and School Tax Credit Assistance Act (Municipal Affairs and Housing)
Municipal Arbitrations Act (Municipal Affairs and Housing)
Municipal Boundary Negotiations Act (Municipal Affairs and Housing)
Municipal Conflict of Interest Act (Municipal Affairs and Housing)
Municipal Corporations Quieting Orders Act (Municipal Affairs and Housing)
Municipal Elderly Residents' Assistance Act (Municipal Affairs and Housing)
Municipal Elections Act, 1996 (Municipal Affairs and Housing)
Municipal Extra-Territorial Tax Act (Municipal Affairs and Housing)
Municipal Franchises Act (Municipal Affairs and Housing)
Municipal Freedom of Information and Protection of Privacy Act (Management Board of Cabinet)
Municipal Health Services Act (Health and Long-Term Care)
Municipal Interest and Discount Rates Act (Municipal Affairs and Housing)
Municipal Subsidies Adjustment Repeal Act, 1976 (Municipal Affairs and Housing)
Municipal Tax Assistance Act (Municipal Affairs and Housing)
Municipal Tax Sales Act (Municipal Affairs and Housing)
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Municipal Works Assistance Act (Municipal Affairs and Housing)
Municipality of Metropolitan Toronto Act (Municipal Affairs and Housing)
Municipality of Shuniah Act, 1936 (Municipal Affairs and Housing)
National Radio Observatory Act, 1962-63 (Natural Resources)
Negligence Act (Attorney General)
Niagara Escarpment Planning and Development Act (Environment)
Niagara Parks Act (Economic Development and Trade)
Nipissing University Act (Education)
North Georgian Bay Recreational Reserve Act, 1962-63 (Natural Resources)
North Pickering Development Corporation Act, 1974 (Municipal Affairs and Housing)
Northern Ontario Heritage Fund Act (Northern Development and Mines)
Notaries Act (Attorney General)
Nursing Act, 1991 (Health and Long-Term Care)
Nursing Homes Act (Health and Long-Term Care)
Occupational Health and Safety Act (Labour)
Occupational Therapy Act (Health and Long-Term Care)
Occupiers' Liability Act (Attorney General)
Off-Road Vehicles Act (Transportation)
Official Notices Publication Act (Management Board of Cabinet)
Ombudsman Act (Legislative Offices)
One Day's Rest in Seven Act (Labour)

Ontario Agricultural Museum Act (Agriculture, Food and Rural Affairs)
Ontario Casino Corporation Act, 1993 (Economic Development and Trade)
Ontario Casino Corporation Act, 1993 (Management Board of Cabinet)
Ontario College of Art Act, 1968-69 (Education)
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed) (Finance)
Ontario Disability Support Program Act (Community and Social Services)
Ontario Drug Benefit Act (Health and Long-Term Care)
Ontario Educational Communications Authority Act (Citizenship, Culture and Recreation)
Ontario Energy Board Act (Environment)
Ontario Energy Corporation Act (Environment)
Ontario Food Terminal Act (Agriculture, Food and Rural Affairs)
Ontario Geographic Names Board Act (Natural Resources)
Ontario Guaranteed Annual Income Act (Finance)
Ontario Harbours Agreement Act, 1962-63 (Natural Resources)
Ontario Heritage Act (Citizenship, Culture and Recreation)
Ontario Highway Transport Board Act (Transportation)
Ontario Home Ownership Savings Plan Act (Finance)
Ontario Housing Corporation Act (Municipal Affairs and Housing)
Ontario Institute for Studies in Education Act (Education)
Ontario Law Reform Commission Act (Attorney General)
Ontario Loan Act, 1998 (Finance)
Ontario Lottery Corporation Act (Economic Development and Trade)
Ontario Lottery Corporation Act (Management Board of Cabinet)
Ontario Medical Association Dues Act, 1991 (Health and Long-Term Care)
Ontario Mental Health Foundation Act (Health and Long-Term Care)
Ontario Mineral Exploration Program Act (Northern Development and Mines)
Ontario Municipal Board Act (Municipal Affairs and Housing)
Ontario Municipal Employees Retirement System Act (Municipal Affairs and Housing)
Ontario Municipal Supports Grants Act (Municipal Affairs and Housing)
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Ontario Northland Transportation Commission Act (Northern Development and Mines)
Ontario Place Corporation Act (Economic Development and Trade)
Ontario Planning and Development Act, 1994 (Municipal Affairs and Housing)
Ontario Property Assessment Corporation Act, 1997 (Finance)
Ontario Regulation 111/92 - Ontario Aerospace Corporation (Economic Development and Trade)
Ontario Regulation 269/90 - Innovation Ontario Corporation (Economic Development and Trade)
Ontario Regulation 512/94 - Ontario International Trade Corporation (Economic Development and Trade)
Ontario School Trustees' Council Act (Education)
Ontario Society for the Prevention of Cruelty to Animals Act (Solicitor General)
Ontario Telephone Development Corporation Act (Economic Development and Trade)
Ontario Training and Adjustment Board Act, 1993 (Education)
Ontario Transportation Development Corporation Act, 1980 (Transportation)
Ontario Waste Management Corporation Act, 1981 (Environment)
Ontario Water Resources Act (Environment)
Ontario Works Act (Community and Social Services)
Ontario Youth Employment Act (Education)
Operating Engineers Act (Consumer and Commercial Relations)
OPSEU Pension Act (Management Board of Cabinet)
Opticianry Act, 1991 (Health and Long-Term Care)
Optometry Act, 1991 (Health and Long-Term Care)
Ottawa-Carleton Amalgamations and Elections Act, 1973 (Municipal Affairs and Housing)
Ottawa-Carleton French-Language School Board Act (Education)
Ottawa Congress Centre Act (Economic Development and Trade)

Ottawa River Water Powers Act, 1943 (Natural Resources)
Paperback and Periodical Distributors Act (Consumer and Commercial Relations)
Parks Assistance Act (Citizenship, Culture and Recreation)
Partition Act (Attorney General)
Partnerships Act (Consumer and Commercial Relations)
Pawnbrokers Act (Attorney General)
Pay Equity Act (Labour)
Pension Benefits Act (Finance)
Perpetuities Act (Attorney General)
Personal Property Security Act (Consumer and Commercial Relations)
Pesticides Act (Environment)
Petroleum Products Price Freeze Act, 1975 (unconsolidated and unrepealed) (Consumer and Commercial Relations)
Petroleum Resources Act (Natural Resources)
Pharmacy Act, 1991 (Health and Long-Term Care)
Physician Services Delivery Management Act, 1995 (Health and Long-Term Care)
Physiotherapy Act, 1991 (Health and Long-Term Care)
Planning Act (Municipal Affairs and Housing)
Plant Diseases Act (Agriculture, Food and Rural Affairs)
Police Services Act (Solicitor General)
Police Village of St. George Act, 1980 (Municipal Affairs and Housing)
Policy and Priorities Board of Cabinet Act (Cabinet Office)
Pounds Act (Agriculture, Food and Rural Affairs)
Power Corporation Act (Environment)
Power Corporation Insurance Act (Environment)
Powers of Attorney Act (Attorney General)
Prepaid Hospital and Medical Services Act (Finance)
Prepaid Service Act (Consumer and Commercial Relations)
Private Hospitals Act (Health and Long-Term Care)
Private Investigators and Security Guards Act (Solicitor General)
Private Vocational Schools Act (Education)
Proceedings Against the Crown Act (Attorney General)
Professional Engineers Act (Attorney General)
Property and Civil Rights Act (Attorney General)
Province of Ontario Savings Office Act (Finance)
Provincial Land Tax Act (Finance)
Provincial Offences Act (Attorney General)
Provincial Parks Act (Natural Resources)
Provincial Schools Negotiations Act (Education)
Psychology Act, 1991 (Health and Long-Term Care)
Public Accountancy Act (Attorney General)
Public Authorities Protection Act (Attorney General)
Public Guardian & Trustee Act (Attorney General)
Public Halls Act (Attorney General)
Public Hospitals Act (Health and Long-Term Care)
Public Inquiries Act (Attorney General)
Public Institutions Inspection Act (Attorney General)
Public Lands Act (Natural Resources)
Public Libraries Act (Citizenship, Culture and Recreation)
Public Officers Act (Attorney General)
Public Parks Act (Municipal Affairs and Housing)
Public Sector Dispute Resolution Act, 1997 (Labour)
Public Sector Labour Relations Transition Act, 1997 (Labour)
Public Service Act (Management Board of Cabinet)
Public Service Pension Act (Management Board of Cabinet)
Public Service Works on Highways Act (Transportation)
Public Transportation and Highways Improvement Act (Transportation)
Public Trustee Act (Attorney General)
Public Utilities Act (Municipal Affairs and Housing)
Public Utilities Corporations Act (Municipal Affairs and Housing)
Public Vehicles Act (Transportation)
Public Works Protection Act (Solicitor General)
Queen's College at Kingston, 1874 (Education)
Race Tracks Act (Finance)
Racing Commission Act (Consumer and Commercial Relations)
Railways Act (Transportation)
Rainbow Bridge Act, 1941 (Transportation)
Real Estate and Business Brokers Act (Consumer and Commercial Relations)

Reciprocal Enforcement of Judgments Act (Attorney General)
Reciprocal Enforcement of Judgments (U.K.) Act (Attorney General)
Reciprocal Enforcement of Support Orders Act (Attorney General)
Regional Municipalities Act (Municipal Affairs and Housing)
Regional Municipality of Durham Act (Municipal Affairs and Housing)
Regional Municipality of Haldimand-Norfolk Act (Municipal Affairs and Housing)
Regional Municipality of Halton Act (Municipal Affairs and Housing)
Regional Municipality of Hamilton-Wentworth Act (Municipal Affairs and Housing)
Regional Municipality of Niagara Act (Municipal Affairs and Housing)
Regional Municipality of Ottawa-Carleton Act (Municipal Affairs and Housing)
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980 (Municipal Affairs and Housing)
Regional Municipality of Peel Act (Municipal Affairs and Housing)
Regional Municipality of Sudbury Act (Municipal Affairs and Housing)
Regional Municipality of Waterloo Act (Municipal Affairs and Housing)
Regional Municipality of York Act (Municipal Affairs and Housing)
Registered Insurance Brokers Act (Finance)
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Regulated Health Professions Act, 1991 (Health and Long-Term Care)
Regulations Act (Attorney General)
Regulations Revision Act, 1989 (Attorney General)
Religious Freedom Act (Attorney General)
Religious Organizations' Lands Act (Attorney General)
Rent Control Act, 1992 (Municipal Affairs and Housing)
Rental Housing Protection Act (Municipal Affairs and Housing)
Repair and Storage Liens Act (Consumer and Commercial Relations)
Representation Act, 1996 (Cabinet Office)
Research Foundation Act (Economic Development and Trade)
Residential Complex Sales Representation Act (Consumer and Commercial Relations)
Residential Rent Regulations Act (Municipal Affairs and Housing)
Residents' Rights Act, 1994 (Municipal Affairs and Housing)
Respiratory Therapy Act, 1991 (Health and Long-Term Care)
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Retail Business Holidays Act (Solicitor General)
Retail Sales Tax Act (Finance)
Rights of Labour Act (Labour)
Road Access Act (Municipal Affairs and Housing)
Roads and Fences Act (Municipal Affairs and Housing)
Royal Botanical Gardens Act, 1989 (Citizenship, Culture and Recreation)
Royal Ontario Museum Act (Citizenship, Culture and Recreation)
Rural Housing Assistance Act (Municipal Affairs and Housing)
Rural Hydro-Electric Distribution Act (Environment)
Rural Power District Loans Act (Environment)
Safety & Consumer Statutes Administration Act, 1996 (Consumer and Commercial Relations)
Sale of Goods Act (Attorney General)
Sarnia-Lambton Act, 1989 (Municipal Affairs and Housing)
School Boards and Teachers Collective Negotiations Act (Education)
School Trust Conveyances Act (Education)
Science North Act (Citizenship, Culture and Recreation)
Securities Act (Finance)
Seine River Diversion Act, 1952 (Natural Resources)
Settled Estates Act (Attorney General)
Settlers' Pulpwood Protection Act (Natural Resources)
Sheep and Wool Marketing Act (Agriculture, Food and Rural Affairs)
Shoreline Property Assistance Act (Municipal Affairs and Housing)
Short Forms of Conveyances Act, 1980 (Attorney General)
Short Forms of Leases Act (Attorney General)
Short Forms of Mortgages Act, 1980 (Attorney General)
Short Line Railways Act (Transportation)
Small Business and Charities Protection Act, 1998 (Finance)

Small Business Development Corporations Act (Finance)
Smoking in the Workplace Act (Labour)
Social Assistance Reform Act (Community and Social Services)
Social Contract Act, 1993 (Finance)
Social Housing Funding Act, 1997 (Municipal Affairs and Housing)
Soldiers' Aid Commission Act (Community and Social Services)
Solicitors Act (Attorney General)
South African Trust Investments Act (Attorney General)
Spruce Pulpwood Exportation Act (Natural Resources)
St. Clair Parkway Commission Act (Economic Development and Trade)
St. Lawrence Parks Commission Act (Economic Development and Trade)
Statistics Act (Finance)
Statute Labour Act (Municipal Affairs and Housing)
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Statute of Frauds Act (Attorney General)
Statutes Act (Attorney General)
Statutes Revision Act, 1989 (Attorney General)
Statutory Powers Procedure Act (Attorney General)
Steep Rock Iron Ore Development Act, 1949 (Natural Resources)
Stock Yards Act (Agriculture, Food and Rural Affairs)
Substitute Decisions Act, 1992 (Attorney General)
Succession Duty Act (Finance)
Succession Law Reform Act (Attorney General)
Support and Custody Orders Enforcement Act (Attorney General)
Surveyors Act (Natural Resources)
Surveys Act (Natural Resources)
Tax Sales Confirmation Act, 1974 (Municipal Affairs and Housing)
Teachers Pension Act (Education)
Teaching Profession Act (Education)
Technology Centres Act (Economic Development and Trade)
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Tenant Protection Act, 1997 (Municipal Affairs and Housing)
Territorial Division Act (Municipal Affairs and Housing)
Theatres Act (Consumer and Commercial Relations)
Ticket Speculation Act (Attorney General)
Tile Drainage Act (Agriculture, Food and Rural Affairs)
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Tobacco Control Act, 1994 (Health and Long-Term Care)
Tobacco Tax Act (Finance)
Toll Bridges Act (Transportation)
Tom Longboat Act, 1980 (Municipal Affairs and Housing)
Topsoil Preservation Act (Agriculture, Food and Rural Affairs)
Toronto Area Transit Operating Authority Act (Transportation)
Toronto District Heating Corporation Act, 1980 (Municipal Affairs and Housing)
Toronto Futures Exchange Act, 1983 (Finance)
Toronto Islands Residential Community Stewardship Act, 1993 (Municipal Affairs and Housing)
Toronto Stock Exchange Act (Finance)
Tourism Act (Economic Development and Trade)
Town of Wasaga Beach Act, 1973 (Municipal Affairs and Housing)
Township of Marathon Land Act (Northern Development and Mines)
Township of North Plantagenet Act, 1976 (Municipal Affairs and Housing)
Township of Pelee Act, 1978 (Transportation)
Township of South Dumfries Act, 1989 (Municipal Affairs and Housing)
Trades Qualification Act (Education)
Trades Qualification and Apprenticeship Act (in conjunction with the Ministry of Education and Training) (Labour)
Transboundary Pollution Reciprocal Access Act (Attorney General)
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Treasury Board Act (Management Board of Cabinet)
Trees Act (Natural Resources)
Trent University Act, 1962-63 (Education)
Trespass to Property Act (Attorney General)
Truck Transportation Act (Transportation)
Trustee Act (Attorney General)
Unclaimed Intangible Property Act (unproclaimed) (Finance)
Unconscionable Transactions Relief Act (Attorney General)

University Expropriation Powers Act (Attorney General)
University Foundations Act, 1992 (Education)
University of Guelph Act, 1964 (Education)
University of Ottawa Act, 1965 (Education)
University of Toronto Act, 1971 (Education)
University of Waterloo act, 1972 (Education)
University of Western Ontario Act, 1982 (Education)
University of Windsor Act, 1962-63 (Education)
Upholstered and Stuffed Articles Act (Consumer and Commercial Relations)
Urban Transportation Development Corporation Ltd. Act, 1980 (Transportation)
Variation of Trusts Act (Attorney General)
Vendors and Purchasers Act (Attorney General)
Veterinarians Act (Agriculture, Food and Rural Affairs)
Vital Statistics Act (Consumer and Commercial Relations)
Vocational Rehabilitation Services Act (Community and Social Services)
Wages Act (Attorney General)
War Veterans Burial Act (Health and Long-Term Care)
Warehouse Receipts Act (Attorney General)
Waste Management Act, 1992 (Environment)
Waste Management Act, 1992, Parts I and II (Environment)
Water Transfer Control Act (Natural Resources)
Waterfront Regeneration Trust Agency Act, 1992 (Municipal Affairs and Housing)
Weed Control Act (Agriculture, Food and Rural Affairs)
Wharfs and Harbours Act (Municipal Affairs and Housing)
Wild Rice Harvesting Act (Natural Resources)
Wilderness Areas Act (Natural Resources)
Wilfrid Laurier University Act, 1973 (Education)
Wine Content Act (Consumer and Commercial Relations)
Woodlands Improvement Act (Natural Resources)
Workplace Safety and Insurance Act, 1997 (Labour)
York University Act, 1965 (Education)

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Ontario 2000
Shaping The Future Together

We are approaching a rare time in human history:
the end of a century and the birth of a new millennium!

Ontario will mark the millennium by investing in the province's most important resources — our people and our communities. Ontario's initiatives are meaningful, exciting and invite participation by all residents and visitors.

The marking of the millennium will build on the momentum of Ontario's many achievements in growth and opportunity. This once-in-a-lifetime event will be a time to showcase Ontario as a leading jurisdiction for science, technology, culture, sport and quality of life. The world will come to know that Ontario truly is one of the best places to live, work and raise a family.

Ontario's millennial celebrations will engage our youth — tomorrow's leaders. A wide variety of community-based activities and initiatives will be encouraged and supported. As well, the imaginations and visions of Ontario's students, and the contributions of our most senior citizens, will receive special attention.

Ontario 2000 — putting the spotlight on our rich heritage and building pride and confidence in Ontario's future.

To learn more about the Government of Ontario's programs to commemorate the millennium, and how you can participate, visit www.ontario2000.on.ca, or call 1-877-464-0444.

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